

**ASRS Database Report Set**

**Cabin Attendant Reports**

---

Report Set Description.....A sampling of reports from cabin crew members.

Update Number .....5.0

Date of Update .....July 27, 2000

Number of Records in Report Set .....50

Number of New Records in Report Set.....50

Type of Records in Report Set .....For each update, new records received at ASRS will  
displace a like number of the oldest records in the  
Report Set, with the objective of providing the fifty  
most recent relevant ASRS Database records. Records  
within this Report Set have been screened to assure  
their relevance to the topic.

**MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data**  
**SUBJECT: Data Derived from ASRS Reports**

The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded of the following points, which must be considered when evaluating these data.

ASRS reports are submitted voluntarily. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

Reports submitted to ASRS may be amplified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information may or may not be correct in any or all respects. At best, it represents the perception of a specific individual who may or may not understand all of the factors involved in a given issue or event.

After preliminary processing, all ASRS reports are de-identified. Following de-identification, there is no way to identify the individual who submitted a report. All ASRS report processing systems are designed to protect identifying information submitted by reports, such as, names, company affiliations, and specific times of incident occurrence. There is, therefore, no way to verify information submitted in an ASRS report after it has been de-identified.

The National Aeronautics and Space Administration and its ASRS contractor, Battelle Memorial Institute, specifically disclaim any responsibility for any interpretation which may be made by others of any material or data furnished by NASA in response to queries of the ASRS database and related materials.

Linda J. Connell, Director  
Aviation Safety Reporting System

---

**CAVEAT REGARDING STATISTICAL USE OF ASRS INFORMATION**

Certain caveats apply to the use of ASRS statistical data. All ASRS reports are voluntarily submitted, and thus cannot be considered a measured random sample of the full population of like events. For example, we receive several thousand altitude deviation reports each year. This number may comprise over half of all the altitude deviations that occur, or it may be just a small fraction of total occurrences. We have no way of knowing which.

Moreover, not all pilots, controllers, air carriers, or other participants in the aviation system, are equally aware of the ASRS or equally willing to report to us. Thus, the data reflect **reporting biases**. These biases, which are not fully known or measurable, distort ASRS statistics. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area "A" than area "B" simply because the airmen who operate in area "A" are more supportive of the ASRS program and more inclined to report to us should an NMAC occur.

Only one thing can be known for sure from ASRS statistics—they represent the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 300 reports of track deviations in 1993 (this number is purely hypothetical), then it can be known with certainty that at least 300 such events have occurred in 1993.

Because of these statistical limitations, we believe that the **real power** of ASRS lies in the **report narratives**. Here pilots, controllers, and others, tell us about aviation safety incidents and situations in detail. They explain what happened, and more importantly, **why** it happened. Using report narratives effectively requires an extra measure of study, the knowledge derived is well worth the added effort.

For text on the strengths and limitations of incident data, the process of using incidents for human factors evaluations, statistical analysis methods and other sources of incident data, see:

Chappell, S.L. (1994). Using voluntary incident reports for human factors evaluations. In N. Johnston, N. McDonald & R. Fuller (Eds.), *Aviation Psychology in Practice*. Aldershot, England: Ashgate.

**ACN: 431019**

### **Time**

Date : 199902

Day : Fri

Local Time Of Day : 0001 To 0600

### **Place**

Locale Reference.Airport : ORD.Airport

State Reference : IL

### **Aircraft / 1**

Controlling Facilities.Tower : ORD.Tower

Make Model : B757 Undifferentiated or Other Model

### **Component / 1**

Aircraft Component : Pax/Crew Door

Aircraft Reference : X

Problem : Malfunctioning

### **Person / 1**

ASRS Report : 431019

### **Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 3**

Function.Flight Crew : First Officer

### **Events**

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 2

Resolutive Action.Flight Crew : Declared Emergency

Resolutive Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

### **Supplementary**

Problem Areas : Aircraft

Narrative :

DURING TAXI CAPT CALLED 4L AND ASKED FLT ATTENDANT TO CHK DOOR HANDLE. WHEN FLT ATTENDANT AT 4L PUSHED DOWN ON THE HANDLE THE INDICATOR LIGHT IN THE COCKPIT WAS OK. WE TOOK OFF AND THE DOOR HANDLE POPPED UP AND THE COCKPIT LIGHT CAME ON AGAIN. THE FLT ATTENDANT HELD THE HANDLE DOWN WHILE THE CAPT TURNED AROUND AND LANDED BACK IN ORD. MAINT SAID THAT A SEAL WAS STUCK IN THE AIR SEAL. AFTER A 2-3 HR DELAY WE TOOK OFF AGAIN.

Synopsis :

FLT ATTENDANT RPT REGARDING A DOOR SEAL THAT MALFUNCTIONED CAUSING A RETURN LAND SIT.

**ACN: 447698**

### **Time**

Date : 199908

Day : Fri

Local Time Of Day : 0601 To 1200

### **Place**

State Reference : FO

### **Component / 1**

Aircraft Component : Drinkable/Waste Water Syst

Aircraft Reference : X

Problem : Malfunctioning

### **Person / 1**

ASRS Report : 447698

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Events**

Anomaly.Aircraft Equipment Problem : Critical

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

### **Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Narrative :

IMMEDIATELY AFTER TKOF, OUR PURSER WAS CALLED BY FLT ATTENDANT #2 INDICATING THAT WATER WAS GUSHING FROM THE AFT GALLEY COFFEE MAKERS AT A RATE THEY COULDN'T CTL. I RAN BACK AND WE ALL STARTED FILLING BLUE BUCKETS AND DUMPING THEM IN THE TOILETS. OUR CAPT CAME TO INSPECT AND UNSUCCESSFULLY TRIED TO REMOVE THE COFFEE MAKERS. THE GALLEY RUG WAS DRENCHED, AND WATER CONTINUED TO POUR OUT. CAPT RETURNED TO PANAMA CITY TO CORRECT SIT.

Synopsis :

FLT ATTENDANT RPT, B727, PANAMA CITY, PANAMA, TO MIAMI, UNCTABLE WATER GUSHING FROM GALLEY, RETURN FOR MAINT.

**ACN: 447750**

### **Time**

Date : 199908

Day : Sun

Local Time Of Day : 1201 To 1800

### **Place**

Locale Reference.ATC Facility : ZBW.ARTCC

State Reference : MA

### **Person / 1**

ASRS Report : 447750

### **Person / 2**

ASRS Report : 447755

### **Person / 4**

Function.Oversight : Flight Attendant In Charge

### **Person / 5**

Function.Observation : Passenger

### **Person / 6**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolutory Action.Other : Captain Called For Police

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX SEATED IN XXB. HE WAS DRINKING CONTINUOUSLY FROM FIRST SVC TO DSCNT. PRIOR TO INCIDENT, HE MAINTAINED VERY POLITE COURTEOUS BEHAVIOR. HE SHOWED NO NOTICEABLE SIGNS OF INTOXICATION. AS I WAS PICKING UP LAST REMAINING SVC ITEMS, I LEANED OVER ACROSS SEAT XXB TO PICK UP EMPTY ITEMS ON TRAY XXA. I NOTICED PAX HAD SPILLED RED WINE ON HIS WHITE POLO SHIRT. HE WAS WEARING BLUE SHORTS. AS I DROPPED GARBAGE INTO TRASH BAG, I NOTICED HIS SCROTUM AND PENIS WERE COMPLETELY EXPOSED. I PROCEEDED TO WALK FORWARD TOWARDS FRONT OF ACFT. I WENT BEHIND BUSINESS CLASS CURTAIN DIVIDER, AND ENTERED GALLEY AND TOLD FLT ATTENDANT #4 THE INCIDENT. HE WALKED IMMEDIATELY TO THE PAX AND HAD A CONVERSATION. HE EXPLAINED THAT WAS BEHAVIOR INAPPROPRIATE AND NOT TOLERATED. I WENT TO THE BACK OF THE PLANE. FLT ATTENDANT #4 SAID THAT HIS GENITALS (THE PAX) WERE STILL EXPOSED WHEN HE TALKED TO HIM. THE FLT ATTENDANT #1 THEN PROCEEDED TO HAVE A CONVERSATION WITH HIM. FLT ATTENDANT #5 THEN WALKED DOWN OPPOSITE AISLE AND ONCE AGAIN GENITALS IN PLAIN VIEW. UNITED STATES AIR MARSHALS MET FLT ON REQUEST FROM THE CAPT. THE UNITED STATES AIR MARSHALS REQUESTED A FORMAL COMPLAINT. THE ENTIRE CREW HAD TO DEBRIEF AFTER DEPLANING ON PLANE. INTERFERENCE WITH STERILE PROCS IN COCKPIT. INTERFERENCE WITH CABIN PREPARATIONS FOR SECURE LNDG. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THE CREW WAS UNAWARE OF HOW MUCH THE MAN WAS DRINKING ON THE 6 1/2 HR FLT, BECAUSE EACH OF THE 2 FLT ATTENDANTS WORKING ON THAT AISLE, THOUGHT THAT THEY WERE THE ONLY ONES SERVING HIM WINE. THE MAN WAS WEARING SHORTS, AND THAT, WHEN SHE OBSERVED HIS GENITALS HANGING OUT, IT WAS BECAUSE HE HAD LIFTED HIS SHORTS UP, SO THE GENITALS WOULD BE EXPOSED. THIS HE DID DELIBERATELY. THE MAN HAD HIS WHOLE ROW TO HIMSELF, HOWEVER, THERE WAS A FAMILY WITH SMALL CHILDREN SITTING ACROSS THE AISLE FROM HIM. THE 'INTERFERENCE WITH STERILE PROCS IN COCKPIT' IN THE NARRATIVE WAS IN REF TO THE FACT THAT THEY HAD TO CALL THE CAPT DURING THE 'STERILE COCKPIT' PERIOD TO HAVE HIM CALL FOR THE FEDERAL AIR MARSHALS. THE 'INTERFERENCE WITH CABIN PREPARATION FOR SECURE LNDG' REF WAS DUE TO THE FACT THAT ALL THIS WAS HAPPENING DURING THE TIME OF DSCNT, APPROX 25 MINS FROM LNDG. THE CABIN CREW HAD ALL THEIR ENERGY FOCUSED ON THIS MAN, INSTEAD OF DOING THE ROUTINE SAFETY CHKS FOR LNDG, WHICH THEY ALMOST GOT COMPLETED BY THE TIME THEY LANDED. SHE DID NOT KNOW WHAT HAPPENED TO THE MAN AFTER HE WAS ESCORTED OFF THE PLANE BY THE FEDERAL AIR MARSHALS.

Synopsis :

FLT ATTENDANT RPT, B767-300, ORY-BOS, PAX EXPOSED HIMSELF, REFUSED TO QUIT, ARRESTED BY FEDERAL MARSHALS AFTER LNDG IN BOSTON.

**ACN: 447917**

### **Time**

Date : 199908

Day : Sat

Local Time Of Day : 1801 To 2400

### **Place**

Locale Reference.Airport : DFW.Airport

State Reference : TX

### **Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 447917

### **Person / 2**

Function.Observation : Passenger

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 6**

Function.Other Personnel : Gate

### **Person / 3**

Function.Oversight : Supervisor

Function.Observation : Passenger

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Anomaly.Other Anomaly : Smoke Or Fire

Resolatory Action.Other : Police Met Flight

### **Supplementary**

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

AS #1 FLT ATTENDANT, IT WAS BROUGHT TO MY ATTN THAT PAX HAD ASKED HER SEAT MATE IF THERE WAS ANYWHERE TO SMOKE ON BOARD. HER SEAT MATE HAPPENED TO BE AN INFLT SVC MGR. PAX ATTEMPTED TO GET BY THE MIDDLE CABIN FLT ATTENDANTS, WHO WERE IN AISLE SERVING DRINKS, TO USE AFT LAVATORY. SINCE PAX WAS SITTING IN FIRST CLASS, I SUGGESTED SHE USE FIRST CLASS LAVATORY, SO I COULD KEEP AN 'EYE' ON HER -- IF HER INTENT WAS ON LIGHTING UP. BEFORE ENTERING LAVATORY, SHE ASKED ME TO SET 2 GLASSES OF WHITE WINE AT HER SEAT. ONCE PAX WAS INSIDE LAVATORY, MYSELF AND OTHER FLT ATTENDANT SMELLED SMOKE. I KNOCKED ON DOOR UNTIL PAX OPENED DOOR. CIGARETTE PACK AND LIGHTER IN CLR VIEW. I ASKED WHERE SHE EXTINGUISHED CIGARETTE. SHE DENIED SMOKING AT ALL, AND REFUSED TO REMOVE HERSELF FROM LAVATORY. I INFORMED CAPT OF SIT. ONCE IN HER SEAT SHE WAS VERY DISRUPTIVE TO THE ENTIRE CABIN. I MENTIONED TO HER, IF HER BEHAVIOR CONTINUED I WOULD HAVE SECURITY MEET THE FLT. WHEN THE SVC WAS COMPLETED, AND SEATBELT SIGN WAS OFF, SHE WENT TO THE BACK OF THE ACFT. I HAD INFORMED FLT ATTENDANT #2 OF SIT AND TO KEEP AN EYE ON HER. PAX AGAIN LIT UP IN AFT LAVATORY. FLT ATTENDANT #2 OPENED DOOR AND TOLD PAX TO RETURN TO SEAT. SECURITY DID MEET FLT. DURING DEPLANING, PAX HANDED ME A PIECE OF GUM AND A NAPKIN, IN WHICH SHE HAD WRITTEN THAT SHE WAS VERY SORRY FOR HER BEHAVIOR. POLICE INSTRUCTED HER TO APOLOGIZE, IN WHICH SHE DID. I SAID IT WAS A LITTLE TOO LATE, AND I TOLD THE CUSTOMER SVC MGR THAT SHE SHOULD BE DENIED BOARDING ON HER CONTINUATION FLT TO EVANSVILLE. FROM WHAT I UNDERSTAND, THEY REIMBURSED HER FOR HER EVANSVILLE LEG.

Synopsis :

FLT ATTENDANT RPT, S80, DFW-ORD, PAX SMOKED IN LAVATORY TWICE, ALCOHOL RELATED. POLICE MET AIRPLANE. PAX BLACKLISTED FROM AIRLINE.

**ACN: 448010**

**Time**

Date : 199908

Day : Tue

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : ZFW.ARTCC

State Reference : TX

**Component / 1**

Aircraft Component : Hydraulic Syst Reservoir Tank

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 448010

**Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Narrative :

DURING THE MEAL SVC, THE CAPT CALLED ME ON THE INTERPHONE. HE SAID THERE WAS A MINOR PROB AND ASKED ME TO COME TO THE COCKPIT. IN THE COCKPIT, HE SAID THERE WERE INDICATIONS OF A SLOW HYD LEAK. WE WERE IN CONTACT WITH DALLAS AND THERE WERE PLANS TO DIVERT AND HE WOULD GIVE ME MORE INFO. I CALLED THE FLT ATTENDANTS IN MAIN CABIN (THEY HAD FINISHED THE MEAL SVC) AND TOLD THEM OF THE SIT. THE CAPT INFORMED ME WE WOULD LAND IN 25-30 MINS. I INFORMED THE FLT ATTENDANTS. HE MADE ANNOUNCEMENT FOR THE PAX. I REPEATED WHAT HE SAID IN SPANISH. WE PREPARED FOR LNDG AND LANDED WITHOUT ANY COMPLICATIONS.

Synopsis :

FLT ATTENDANT RPT, B757, ORD-MEX, HYD LEAK. DIVERT TO DFW FOR MAINT.

**ACN: 448149**

**Time**

Date : 199908

Day : Sun

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.ATC Facility : ZHU.ARTCC

State Reference : TX

**Component / 1**

Aircraft Component : Electrical/Electronic Panel & Parts

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 448149

**Person / 4**

Function.Flight Crew : First Officer

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Other Anomaly : Smoke Or Fire

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Narrative :

APPROX 15-20 MINS AFTER TKOF, THERE WERE 2 CHIMES. I ANSWERED THE #1 FLT ATTENDANT PHONE AND FLT ATTENDANT #2 ANSWERED HER PHONE, BUT NEITHER ONE WAS CALLING THE OTHER, SO IT WAS THE COCKPIT, THOUGH WE COULD NOT COMMUNICATE WITH THEM (THIS HAPPENS OFTEN ON THE F100), SO I WENT INTO THE COCKPIT. THE PLTS HAD OXYGEN MASKS ON, AND THE CAPT INFORMED ME 'THERE IS SMOKE IN THE COCKPIT, WE'LL BE LNDG IN 15 MINS AT DFW, NO EMER EVAC NECESSARY, STOW ALL SVC ITEMS AND CARTS, I'LL BE MAKING A PA SHORTLY TO THE PAX.' ABOUT 1-2 MINS LATER (SO IT SEEMED), I WENT BACK INTO THE COCKPIT AND INFORMED THE CAPT THAT FLT ATTENDANT #2 TOLD ME THERE WAS A STRONG ELECTRICAL SMELL IN THE AFT CABIN. HE SAID, 'OK I'LL MAKE MY PA MOMENTARILY.' WHEN HE DID MAKE HIS PA, HE INFORMED THE PAX WHAT WAS HAPPENING AND THAT NOW WE'D BE LNDG AT IAH AND THAT WE WOULD BE LNDG IN 15 MINS. HE CHIMED TWICE AGAIN AND AGAIN, BECAUSE THE PA PHONE DOESN'T LET US COMMUNICATE ALWAYS WITH THE COCKPIT. I WENT UP FRONT, AND AGAIN, HE TOLD ME NO EVAC WAS NECESSARY. WE LANDED WITHOUT ANY PROBS, GOT TO THE GATE WHERE PAX DEPLANED. FYI, LATER THE CAPT INFORMED US, WHEN WE WERE DISCUSSING THE INCIDENT, THAT THE CAPT SAID HE CHIMED US 3 TIMES INSTEAD OF 2 TIMES.

Synopsis :

FLT ATTENDANT RPT, F100, AUS-ORD, SMOKE IN COCKPIT, ELECTRICAL SMOKE IN CABIN. DIVERT TO IAH FOR MAINT.

**ACN: 448164**

### **Time**

Date : 199908

Day : Sun

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.Airport : EGLL.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

### **Person / 1**

ASRS Report : 448164

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 5**

Function.Other Personnel : Gate

### **Person / 3**

Function.Observation : Passenger

### **Events**

Anomaly.Non Adherence : Company Policies

Resolatory Action.Other : Called Captain

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

THE INCIDENT WAS WITH PAX IN SEAT X. CONCERNING HIS SPECIAL VEGETARIAN MEAL, HIS NAME WASN'T ON THE LIST. I MENTIONED THAT I WAS GOING TO LET HIM KNOW IF I HAD AN EXTRA ONE, ONCE I CHKED WITH MY GALLEY FLT ATTENDANT. HE GOT UPSET, BECAUSE HE THOUGHT I WAS IGNORING HIM. AFTER DISCUSSING WITH MY GALLEY FLT ATTENDANT I WENT TO THE PAX AND DID LET HIM KNOW THAT I HAD ANOTHER MEAL TO ACCOMMODATE HIM, AND HE NEEDN'T MAKE SUCH A FUSS OVER IT. THAT'S WHEN HE CURSED AT ME AND TOLD ME THAT HE HOPED I WOULD LOSE MY JOB. I WALKED AWAY, THEN THE PURSER HEARD IT AND TOLD HIM THAT THERE WAS NO NEED TO THREATEN ME. A FEW MINS LATER, WE DISARMED OUR DOORS, A GND AGENT WAS ON BOARD AND TOOK HIM OFF THE PLANE AT THE CAPT'S REQUEST.

Synopsis :

FLT ATTENDANT RPT, A300, LHR-JFK, ON BOARDING, A PAX THREATENED FLT ATTENDANT, CAPT HAD HIM REMOVED AT GATE.

**Time**

Date : 199908

Day : Sat

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : ZOB.ARTCC

State Reference : OH

**Component / 1**

Aircraft Component : Electrical/Electronic Panel & Parts

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 448486

**Person / 4**

Function.Flight Crew : First Officer

**Person / 5**

Function.Observation : Passenger

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Other Anomaly : Fumes

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Narrative :

CAPT CALLED TO ASK IF I BURNED ANYTHING. HE KNEW I WAS BAKING THE COOKIES. AFTER REPLYING, 'NO,' HE SAID, 'COME UP TO THE COCKPIT IMMEDIATELY.' THE SMELL OF BURNING ELECTRICAL WIRE WAS VERY STRONG. I SAID I WOULD CHK THE REST OF THE AIRPLANE. AFTER CHKING LAVATORIES AND OVERHEAD BINS IN FIRST CLASS, I WALKED QUICKLY TO MID CABIN AND ANOTHER FLT ATTENDANT WAS WALKING QUICKLY TOWARDS ME SAYING THE SAME SMELL WAS IN THE AFT AND ALSO IN THE MID CABIN. I RPTD IMMEDIATELY TO THE CAPT. THE PAX IN COACH WERE SAYING THEIR EYES WERE BURNING AND THEY WERE GETTING HEADACHES. THE CAPT DECLARED AN EMER AND TOLD US WE WOULD LAND IN CLE IN 6 MINS. WE MIGHT HAVE TO EVAC USING SLIDES. WE PREPARED THE PEOPLE AS MUCH AS WE COULD IN THE SHORT TIME. WE LANDED, BUT DIDN'T NEED TO EVAC. PAX TOOK NOTHING WITH THEM AND EXITED THROUGH JETBRIDGE. THE FLT ATTENDANTS AND PLTS REMAINED CALM. THE PAX WERE VERY COOPERATIVE AND DEPLANED QUICKLY. THEY LISTENED AND DIDN'T TAKE ANYTHING WITH THEM. THE ASSISTANTS CHOSEN TO HELP IN THE EVAC WERE HAPPY TO HELP AND MOST COOPERATIVE. (BUT WE ENDED UP NOT EVACING -- THE CAPT MADE THE JUDGEMENT TO USE EXIT FORWARD DOOR.) I BELIEVE THE PLTS DID AN EXCELLENT JOB IN DECIDING TO LAND IMMEDIATELY. QUICK, DECISIVE ACTION MADE ALL OF THE DIFFERENCE. PEOPLE HAD NO TIME TO COMPLAIN ABOUT THE SMELL OR BECOME PANICKED BECAUSE WE LANDED SO QUICKLY. CALMNESS PREVAILED BY THE ENTIRE FLC.

Synopsis :

FLT ATTENDANT RPT, B757, LAX-EWR, ELECTRICAL FIRE SMELL PERMEATED COCKPIT AND CABIN. CAPT DECLARED EMER. DIVERT TO CLE.

**ACN: 448619**

### **Time**

Date : 199908

Day : Mon

Local Time Of Day : 1201 To 1800

### **Place**

Locale Reference.ATC Facility : ZLA.ARTCC

State Reference : CA

### **Component / 1**

Aircraft Component : Fuel Storage System

Aircraft Reference : X

Problem : Malfunctioning

### **Person / 1**

ASRS Report : 448619

### **Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 3**

Function.Observation : Passenger

### **Events**

Resolatory Action.None Taken : Unable

### **Supplementary**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : FAA

Narrative :

COMPLETING MEAL SVC IN MAIN CABIN READY FOR MOVIE TO START. INFORMED OF FUEL LEAK AND WE WOULD BE TURNING AROUND GOING BACK TO LAX. LANDED 20-25 MINS LATER. KEPT PAX CALM. REMAINED ON TXWY FOR SOME TIME. THEN WE GOT A GATE. PAX WERE WANTING OFF. AFTER SOME TIME -- 40-45 MINS -- PAX TOLD TO GET OFF AND CHANGE PLANES. WE STOWED CATERING EQUIP AND WENT TO THE NEW PLANE DC10 (LOWER LOBE). COCKPIT WENT ILLEGAL, WENT TO HOTEL. WE WERE NOT RELEASED UNTIL XA00. ARRIVED HOTEL AROUND XB00. PICK-UP THE NEXT MORNING AT XM30. CONTINUED ON TO HNL, ARRIVED XR45. PICK-UP AT HOTEL IN HNL XR30 ON AUG/XB/99. ARRIVED DFW ON AUG/XC/99 AT XA00. RETURNED HOME AND THAT NIGHT I WAS EXHAUSTED -- MORE SO THAN USUAL. THE HRS OF SLEEP BEING DIFFERENT AND NOT GETTING A GOOD NIGHT'S REST ON THE TRIP MAY HAVE CONTRIBUTED TO MY RESTLESSNESS OR JET LAG WHEN I RETURNED HOME. MY NEXT TRIP IS NOT UNTIL AUG/XG/99 AND I NEED EVERY BIT OF THAT TO RECOVER.

Synopsis :

FLT ATTENDANT RPT, DC10, DFW-HNL, FUEL LEAK, RETURN TO LAX, FLT CANCELED. PLTS WENT ILLEGAL, CABIN CREW DID NOT, BUT HAD BARE MINIMUM REST, CAUSED FATIGUE.

**ACN: 449123**

**Time**

Date : 199909

Day : Tue

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.ATC Facility : ZMP.ARTCC

State Reference : MN

**Person / 1**

ASRS Report : 449123

**Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 5**

Function.Oversight : Flight Attendant In Charge

**Person / 3**

Function.Observation : Passenger

**Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Consequence.Other : Emotional Trauma

Consequence.Other : Physical Injury

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

I WAS IN NO WAY INVOLVED IN THIS INCIDENT. THE INCIDENT OCCURRED IN THE BACK OF MAIN CABIN, AND I WAS NOT A WITNESS TO IT. FROM WHAT I LATER LEARNED, A FLT ATTENDANT WAS STRUCK IN THE FACE BY A FEMALE PAX IN THE AISLE NEAR THE AFT GALLEY. THE INCIDENT WAS RPTD TO THE CAPT AND HE MADE THE DECISION TO LAND AT MSP AND HAVE THE PAX REMOVED BY FEDERAL AUTHS. WE REMAINED ON THE GND APPROX 1 HR AND THEN PROCEEDED TO JFK. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT ALL THE INFO SHE HEARD WAS SECONDHAND, AS SHE WAS WORKING IN FIRST CLASS. SHE HEARD THAT THERE WAS A LINE TO THE AFT LAVATORIES, AND, ON THE B757, THE LAVATORIES ARE NEXT TO, AND ACROSS FROM, THE AFT GALLEY, MAKING MOVEMENT OF SERVING CARTS INTO AND OUT OF THE GALLEY AND INTO THE AISLE, WHERE THE PAX ARE LINED UP FOR THE LAVATORY, NEARLY IMPOSSIBLE. THE B757 HAS THE NARROWEST AISLES OF ALMOST ALL THE LARGE PAX AIRPLANES. THE FLT ATTENDANT WHO WAS STRUCK HAD ASKED THE WOMAN (WHO HIT HER) TO MOVE FOR THE CART TO MANEUVER BY SEVERAL TIMES, AND ON THE THIRD PASS BY, THE WOMAN BECAME ENRAGED AND HIT THE FLT ATTENDANT SO HARD THAT HER GLASSES FLEW OFF HER FACE, HURTING HER NOSE IN THE PROCESS. THE CAPT WAS TOLD, AND THEN HE MADE THE DECISION TO DIVERT TO MSP AND HAVE THE WOMAN ARRESTED. SHE WAS MET BY POLICE, HANDCUFFED, AND LED OFF THE AIRPLANE.

Synopsis :

FLT ATTENDANT RPT, B757, YVR-JFK, IRATE PAX STRUCK A FLT ATTENDANT IN THE FACE, CAUSING INJURY. CAPT DIVERTED TO MSP TO HAVE PAX REMOVED AND ARRESTED.

**ACN: 449263**

**Time**

Date : 199909

Day : Thu

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.ATC Facility : ZMA.ARTCC

State Reference : FL

**Person / 1**

ASRS Report : 449263

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 4**

Function.Observation : Passenger

**Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 3**

Function.Observation : Passenger

**Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Anomaly.Other Anomaly : Smoke Or Fire

Resolatory Action.Other : capt. called for police

**Supplementary**

Problem Areas : Airport

Problem Areas : Chart Or Publication

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX WAS DRINKING ALCOHOL OUT OF HIS OWN BOTTLE, WHICH HE PURCHASED AT ARPT'S DUTY FREE SHOP. WE TRIED TO HAVE HIM GIVE US THE BOTTLE, BUT HE REFUSED. DURING THE COURSE OF THE FLT, HE BECAME VERBALLY ABUSIVE, BECAUSE THE CREW DENIED HIM OTHER DRINKS FOR HIM TO MIX HIS ALCOHOL WITH. HE WAS TRAVELING WITH 2 OTHER PEOPLE, WHO ALSO APPEARED TO BE INTOXICATED. (THEY GOT INTOXICATED ON BOARD BY DRINKING FROM THEIR OWN LIQUOR.) ONE OF THESE PEOPLE ALSO SMOKED IN THE LAVATORY. THESE PAX COULD HAVE EASILY TURNED PHYSICALLY ABUSIVE. THERE SHOULD BE A WAY TO PREVENT PEOPLE FROM BRINGING THEIR OWN LIQUOR ON BOARD. IT SHOULD BE MANDATORY TO CHK FOR ALCOHOL BOTTLES, WHILE GOING THROUGH SECURITY AND BOTTLES FOUND SHOULD BE TREATED JUST LIKE WEAPONS (POTENTIAL WEAPONS). ONCE FOUND, THEY SHOULD BE KEPT IN CUSTODY OF THE CREW UNTIL ARR. I ALSO THINK THAT ALCOHOLIC BEVERAGES ON BOARD AN ACFT SHOULD BE LIMITED TO 2 PER PAX. I TRULY BELIEVE THAT WE SHOULD WORK HARDER TOWARDS THE IMPLEMENTATION OF MORE STRICT RULES IN REGARDS TO THE CONSUMPTION OF ALCOHOL ON BOARD ACFT, SINCE THIS IS ONE OF THE MAJOR CONTRIBUTORS TO PEOPLE BECOMING VIOLENT AND DISRESPECTFUL ON BOARD. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE SMOKE ALARM DID NOT GO OFF WHEN THE ONE PAX SMOKED IN THE LAVATORY. THE 3 WERE VERY VERBALLY ABUSIVE TO THE FLT ATTENDANTS, AND THE PURSER CAME BACK TO TALK TO THEM. THEY HAD THE CAPT CALL FOR AUTHS FROM TRINIDAD TO MEET THE FLT. THE AUTHS DETAINED BOTH THE PAX AND THE FLT ATTENDANTS FOR QUESTIONING. THE 3 WERE SCREAMING AT THE AUTHS AS THEY WERE LED OFF. THE FLT ATTENDANTS WERE GRILLED LIKE THEY WERE THE OFFENDERS THEMSELVES. SHE DID NOT KNOW WHAT HAPPENED TO THE 3 OFFENDERS, BUT SUSPECTS THAT IT WAS TREATED LIKE A JOKE BY AUTHS BY THE WAY THEY ACTED AT THE TIME.

Synopsis :

FLT ATTENDANT RPT, B757, MIA-POS (TRINIDAD), PAX DRINKING OUT OF OWN (DUTY FREE) BOTTLE AND SMOKING IN LAVATORY. AUTHS MET FLT, DETAINED PAX.

**Time**

Date : 199908

Day : Mon

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : CZQX.ARTCC

State Reference : NF

**Component / 1**

Aircraft Component : Autoflight Yaw Damper

Aircraft Reference : X

Problem : Failed

Problem : Malfunctioning

**Person / 1**

ASRS Report : 449268

**Person / 2**

Function.Flight Crew : First Officer

**Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 5**

Function.Other Personnel : Gate

**Person / 3**

Function.Flight Crew : Relief Pilot

**Events**

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Inflight Encounter : Turbulence

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Overcame Equipment Problem

Resolatory Action.Flight Crew : Regained Aircraft Control

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Weather

Narrative :

OUR CAPT SAID THERE WAS TURB RPTED MID TRIP OF A LITTLE LATER. AFTER THE DINNER SVC, THE CHOP STARTED AND GOT STEADILY WORSE. WE HAD HAD TIME TO SECURE THINGS BUT THE SHAKING WAS THE WORST I HAVE EXPERIENCED IN MY 29 YRS AND CONTINUED FOR AT LEAST 10 MINS. THE INTL RELIEF PLT OR FO SAID LATER THE CHOP HAD BEEN BAD ENOUGH TO THROW OUT THE ANTI-YAW DEVICE, AND THEY HAD RPTED IT AS MODERATE TO SEVERE CHOP. THE INTL RELIEF PLT OR FO SAID THEY HAD BEEN ASKED OVER THE RADIO (I ASSUME BY ACR) IF THEY WERE SURE THEY WANTED TO RPT MODERATE TO SEVERE CHOP, KNOWING WHAT THE WORD 'SEVERE' WOULD TRIGGER (GND CHKS I ASSUME). HE TOLD ME ABOUT THE ANTI-YAW BEING THROWN OUT OF AUTOMATIC. THE NEXT DAY, I ASKED THE MANCHESTER AGENT ABOUT THE ACFT, AND HE SAID IT WAS GONE AND THERE HAD BEEN NO DELAY OF FLT. HE SAID THE RPT NO LONGER REFLECTED SEVERE CHOP. I TRUST OUR PLTS VERY MUCH, BUT AM FRUSTRATED TO THINK THEY COULD BE MADE TO FEEL PRESSURE TO CHANGE OR RETHINK INITIAL PERCEPTIONS INVOLVING FLT SAFETY. PERHAPS THIS ACFT COULD TAKE THE SHAKING FOR DAYS, BUT IT SCARED THE HECK OUT OF ME AND THE PAX TOO. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR HAD A VERY FRANK DISCUSSION WITH THE FO, AND HE SAID THAT THE THEIR COMPANY'S HEADQUARTERS ASKED THE PLTS OVER THE RADIO IF THEY REALLY WANTED TO RPT IT AS MODERATE TO SEVERE TURB, AS 'DO YOU KNOW WHAT WORK THAT WOULD ENTAIL?' SHE LATER FOUND OUT THROUGH HER OPS CHIEF FLT ATTENDANT MGR THAT THE PLTS DID, INDEED, RPT IT AS SEVERE TO MODERATE TURB. SHE WAS UNDER THE ASSUMPTION THAT THE PLANE TURNED AROUND IN MANCHESTER, AS THE AIRLINE'S PLANES DO AT HEATHROW, IN 2-3 HRS. AS IT TURNS OUT, SHE REALLY ONLY MADE THE ASSUMPTION THAT THE PLANE DID NOT SIT OVERNIGHT FOR NORMAL MAINT, WHICH IT PROBABLY SAT LONG ENOUGH TO HAVE THE MANDATORY CHK AFTER THE PLANE HAS GONE THROUGH MODERATE TO SEVERE TURB. THE CHIEF PLT AT THE TRAINING CTR SAID THAT THE PLTS FOLLOWED PROPER PROCS.

Synopsis :

FLT ATTENDANT RPT, B767-300ER, DALLAS-MANCHESTER, ENGLAND. MODERATE TO SEVERE TURB MIDWAY OVER ATLANTIC. ANTI-YAW THROWN OUT OF AUTOMATIC.

**ACN: 449275**

### **Time**

Date : 199909

Day : Tue

Local Time Of Day : 1801 To 2400

### **Place**

Locale Reference.ATC Facility : ZMA.ARTCC

State Reference : FL

### **Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 449275

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 6**

Function.Oversight : Supervisor

### **Person / 3**

Function.Observation : Passenger

### **Events**

Anomaly.Other Anomaly : Smoke Or Fire

Resolatory Action.Other : pax warned

Consequence.Other : Company Review

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Chart Or Publication

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

AFTER TKOF, WHILE PREPARING THE BUSINESS CLASS SVC, WORKING AS #4 BUSINESS CLASS GALLEY, SMELLED CIGARETTE SMOKE IN THE M2 LAVATORY AREA. A MAN EMERGED AND FLT ATTENDANT IMPRESSED ON HIM THERE IS NO SMOKING ANYWHERE -- ESPECIALLY THE LAVATORY. AFTER DINNER, FLT ATTENDANT AND THE OTHER BUSINESS CLASS FLT ATTENDANTS DISCOVERED PAX SMOKING IN THE OTHER BUSINESS CLASS M1 LAVATORY. WHEN THE FLT ATTENDANTS BANGED ON THE LAVATORY DOOR AND HE DIDN'T RESPOND, THE FLT ATTENDANTS OPENED THE LAVATORY DOOR. HE WAS SITTING (FULLY DRESSED) SMOKING AWAY. HE WOULDN'T PUT OUT THE CIGARETTE. WHEN I TALKED TO PAX HE REFUSED TO LISTEN TO ME AND WANTED ONLY FLT ATTENDANTS TO SPEAK FRENCH TO HIM. WE ARE SURE HE SPEAKS AND UNDERSTANDS ENGLISH, BUT HE WOULDN'T WITH ME. I RPTED ALL OF THIS TO THE CAPT AND I GAVE PAX THE WARNING PORTION OF THE 'PAX INFLT DISTURBANCE RPT.' THE CAPT CONTACTED DFW HEADQUARTERS AND ORY OPS AND ASKED FOR AUTHS TO MEET OUR FLT IN PARIS. DURING THE MOVIE, PAX WENT TO COACH AND SMOKED IN THE A2 LAVATORY. THE FLT ATTENDANT WORKING AT GALLEY SMELLED CIGARETTE SMOKE AND REPRIMANDED PAX WHEN HE LEFT THE LAVATORY. PAX CAME BACK TO COACH AND USED A1 LAVATORY BEFORE LNDG, BUT NO ONE IS SURE HE SMOKED ON THAT OCCASION. WE AS A CREW WERE VERY PLEASED (AND SURPRISED) THAT THE HEAD OF ORY SECURITY MET OUR FLT. WE POINTED OUT PAX AND THEY TOOK HIM AWAY. I FOUND OUT THAT PAX WAS FINED (I DON'T KNOW HOW MUCH OR IF HE WAS DETAINED AT ALL). THE FLT ATTENDANTS ON THIS TRIP WERE VERY PROFESSIONAL. THEY WERE FIRM BUT NOT CONFRONTATIONAL. OTHER PAX WERE NOT BOTHERED EXCEPT FROM THE SMOKE NEAR THE LAVATORIES. THE CAPT WAS WONDERFUL IN SUPPORTING OUR DUTIES AND GETTING THE PROPER AUTHS. NOTE: NOT ONE SMOKE ALARM ACTIVATED! CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT SHE WAS TOLD THAT THE MAN WAS DETAINED BY THE AIRLINE'S SECURITY AND CUSTOMER SVC MGR IN ORLY, PARIS, FOR MOST OF THE DAY AND FINED \$5000. SHE SAID NEITHER SHE NOR THE PLTS KNEW WHY NONE OF THE SMOKE DETECTORS DIDN'T GO OFF. SHE DOESN'T KNOW WHETHER HE TAMPERED WITH THEM, OR BLEW SMOKE DOWN THE DRAIN OR THEY JUST DIDN'T WORK. SHE SUSPECTS THAT HE KNEW HOW TO TAMPER WITH THEM, SINCE HE WAS CAUGHT SITTING ON THE TOILET SMOKING AND NOT VENTING HIS SMOKE DOWN THE DRAIN OR TOILET.

Synopsis :

FLT ATTENDANT RPT, B767-300, MAI-ORY, PAX SMOKING IN 4 DIFFERENT LAVATORIES, NO SMOKE ALARM ACTIVATED. SECURITY DETAINED PAX AND FINED \$5000.

**ACN: 449378**

## **Time**

Date : 199908

Day : Fri

Local Time Of Day : 0001 To 0600

## **Place**

Locale Reference.Airport : PHX.Airport

State Reference : AZ

## **Person / 1**

ASRS Report : 449378

## **Person / 2**

Function.Oversight : Flight Attendant In Charge

## **Person / 4**

Function.Observation : Passenger

## **Person / 5**

Function.Observation : Passenger

## **Person / 6**

Function.Observation : Passenger

## **Person / 3**

Function.Observation : Passenger

## **Person / 7**

Function.Oversight : PIC

Function.Flight Crew : Captain

## **Events**

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

## **Supplementary**

Problem Areas : Passenger Human Performance

Narrative :

PAX X WAS FOUND UNCONSCIOUS DURING A BEVERAGE SVC. SHE WAS TRAVELING WITH HER DAUGHTER, SON-IN-LAW AND 2 GRANDCHILDREN SITTING IN THE ROW IN FRONT OF HER. FLT ATTENDANTS IMMEDIATELY CHKED HER FOR BREATHING AND PULSE WHILE LAYING HER DOWN IN THE ROW. ANOTHER FLT ATTENDANT REQUESTED THE HELP OF A PHYSICIAN OR NURSE ON BOARD AND WE RECEIVED BOTH. AT THE SAME TIME A FLT ATTENDANT KEPT IN CONSTANT CONTACT WITH THE CAPT AND I RETRIEVED THE OXYGEN WALKAROUND BOTTLE. OXYGEN WAS ADMINISTERED AND PAX EYELIDS FLUTTERED AND SHE APPEARED DO REGAIN CONSCIOUSNESS. THE NURSE AND PHYSICIAN AGREED THAT A STROKE WAS POSSIBLE AND CAPT MADE DECISION TO LAND IN PHX, WHERE WE WERE MET BY PARAMEDICS.

Synopsis :

FLT ATTENDANT, S80, LAX-DFW, UNCONSCIOUS PAX, DIVERT TO PHX. PARAMEDICS MET FLT.

**ACN: 449490**

### **Time**

Date : 199908

Day : Mon

Local Time Of Day : 1801 To 2400

### **Place**

Locale Reference.ATC Facility : TJZS.ARTCC

State Reference : PR

### **Person / 1**

ASRS Report : 449490

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 3**

Function.Observation : Passenger

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolutive Action.Other : Passenger Warned

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

WHILE WORKING THE DUTY FREE CART, PAX APCHED THE CART AND BECAME AGGRESSIVE IN HER BEHAVIOR. SHE WAS NOT THERE 1 MIN WAITING, WHEN SHE BECAME VERBAL AND STARTED PUSHING HER WAY AROUND THE CART AND PUSHING ME ALSO. SHE CONTINUED TO PUSH ME UP THE AISLE, AND I ADVISED HER THAT IF SHE CONTINUED HER BEHAVIOR I WOULD HAVE THE AUTHS MEET THE FLT.

Synopsis :

FLT ATTENDANT RPT, B767-200, GRAJAU, BRAZIL-MIAMI, PAX VERBALLY AND PHYSICALLY ABUSED FLT ATTENDANT. PAX WARNED THAT AUTHS WOULD MEET FLT.

**ACN: 449494**

### **Time**

Date : 199905

Day : Fri

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.Airport : BOS.Airport

State Reference : MA

Altitude.MSL.Single Value : 5000

### **Component / 1**

Aircraft Component : Emergency Exit

Aircraft Reference : X

Problem : Malfunctioning

### **Person / 1**

ASRS Report : 449494

### **Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 3**

Function.Flight Crew : First Officer

### **Events**

Anomaly.Aircraft Equipment Problem : Critical

Resolatory Action.Flight Crew : Landed As Precaution

Consequence.Other : Maintenance Action

### **Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Problem Areas : Maintenance Human Performance

Narrative :

IMMEDIATELY AFTER TKOF IN BOS, AN EXTREMELY LOUD AIR LEAK BEGAN AT MY DOOR (AFT L-HAND EMER EXIT). IT DID NOT SEAL ITSELF AFTER A FEW MINS, SO I WENT UP TO THE COCKPIT TO RELAY THE SIT. CAPT TOLD ME TO GIVE HIM ANOTHER UPDATE IN 15 MINS OR SOONER IF ANYTHING CHANGED. I WENT BACK TO COACH, AND WITHIN 5 MINS THE CAPT CALLED TO TELL US THAT WE WERE GOING TO LAND IN BUF (30 MINS) BECAUSE WE WERE LOSING CABIN PRESSURE. CAPT ADVISED US TO MOVE ALL PAX FORWARD OF THE WINDOW EXITS AND AWAY FROM THE AFT DOOR. AFTER AN UNEVENTFUL DSCNT AND LNDG, THE MECHS INVESTIGATED AND FIXED THE DOOR SEAL, WHICH HAD DISLODGED.

Synopsis :

AN MD SUPER 80 ON INITIAL CLB RETURNED TO THE FIELD DUE TO UNABLE TO PRESSURIZE THE CABIN DUE TO A ROLLED SEAL ON THE L AFT SVC DOOR.

**ACN: 449516**

### **Time**

Date : 199909

Day : Mon

Local Time Of Day : 1801 To 2400

### **Place**

Locale Reference.ATC Facility : DFW.Tower

State Reference : TX

### **Person / 1**

ASRS Report : 449516

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 5**

Function.Observation : Passenger

### **Person / 6**

Function.Observation : Passenger

### **Person / 3**

Function.Oversight : Flight Attendant In Charge

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolutory Action.None Taken : Unable

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

I WAS CLOSING OVERHEAD BINS FOR ON-TIME DEP. PAX ASKED ME FOR BLANKET. I TOLD HIM I'D GET BACK TO HIM. I COLLECTED BLANKETS TO PASS OUT, AND HE WAS IN THE AISLE. ASKED WHAT HE WAS LOOKING FOR, HE YELLED 'THE BLANKET I ASKED YOU FOR.' I TOLD HIM I WOULD GET IT FOR HIM. HE YELLED 'I'LL GET IT MYSELF.' HE THEN APCHED ME QUICKLY, AND ONCE AGAIN YELLED, TELLING ME, 'YOU HAVE NO \*(&^%\$@ RIGHT TO TREAT ME THAT WAY!' I WALKED AWAY. ANOTHER FLT ATTENDANT (MALE) TALKED TO HIM AND, WITH THE COOPERATION OF THE SURROUNDING PAX, TOLD HIM TO STAY IN HIS SEAT AND NOT TO SAY A WORD. OTHER MALE PAX WERE MY 'GUARDS' TO KEEP AN EYE OUT FOR ME. HIS BEHAVIOR MADE OTHERS UNCOMFORTABLE AND WE DID HAVE 1/2 DOZEN PAX ASK HIM TO BE REMOVED. WE HAD ALREADY LEFT THE GATE. THERE WERE NO FURTHER PROBS. IT WAS NOT APPARENT TO ANY OF US WHAT PROVOKED HIS BEHAVIOR. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THEY HAD TIME TO REMOVE THE MAN BEFORE CLOSING THE DOOR AND TAXIING. THE RPTR HAD GONE UP TO THE COCKPIT TO TELL THE CAPT ABOUT HIM, BECAUSE THE OTHER PAX WANTED HIM REMOVED, AS SHE DID. THE CAPT NONCHALANTLY SAID, 'LET'S JUST GO TO SAN DIEGO, IF WE NEED TO, WE'LL JUST DROP HIM OFF SOMEWHERE.' THE MALE PAX SITTING AROUND THE MAN TOLD THE RPTR THAT THEY WOULD KEEP AN EYE ON HIM AND RESTRAIN HIM IF NECESSARY. THE RPTR WAS REALLY DISAPPOINTED IN THE CAPT'S CAVALIER ATTITUDE, BUT RECOGNIZES THAT THERE ARE 2 EXTREMES OF PLTS, 'THE ONES THAT WILL GO OUT OF THEIR WAY TO BACK UP THE FLT ATTENDANTS, AND THE ONES WHO WON'T DO ANYTHING TO HELP.'

Synopsis :

FLT ATTENDANT RPT, S80, DFW-SAN, VERBALLY ABUSIVE PAX ON BOARDING. OTHER PAX WANTED HIM REMOVED, CAPT REFUSED.

**ACN: 450214**

**Time**

Date : 199909

Day : Mon

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.ATC Facility : ZMA.ARTCC

State Reference : FL

**Component / 1**

Aircraft Component : Galley Furnishing

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 450214

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Other Anomaly : Fumes

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Flight Cancelled

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Narrative :

I WAS SITTING AT 4X AND WALKED TO THE FIRST CLASS GALLEY TO RETRIEVE CUSTOMS FORMS FROM THE PURSER. AS SOON AS I REACHED THE GALLEY, THE PURSER ADVISED ME THAT WE WERE TURNING AROUND. WE HAD JUST COME OUT OF STERILE COCKPIT. WE MUST HAVE BEEN JUST ABOVE 10000 FT. I THEN NOTICED A STRONG SMELL OF BURNING PLASTIC OR SOMETHING SIMILAR. WE PREPARED THE CABIN AND LANDED WITHOUT FURTHER INCIDENT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT SHE DID NOT KNOW THE SOURCE OF THE SMELL, BECAUSE SHE WAS WORKING IN THE BACK AND THE SMELL WAS COMING FROM THE FIRST CLASS GALLEY. THE DECISION WAS MADE TO GO BACK TO MIAMI AND CHANGE AIRPLANES, SO THEY COULD CONTINUE ON WITH THEIR TRIP TO SANTO DOMINGO. ALL THAT SHE KNOWS WAS THAT THEY TOOK ONE OF THE OVENS OFF BEFORE THEY TOOK THE PLANE OTS, AND THEY DEPLANED WITH THE PEOPLE.

Synopsis :

FLT ATTENDANT RPT, B767-300, MIA-SDQ, POSSIBLE GALLEY OVEN FIRE. RETURN TO MIA. PLANE TAKEN OTS.

**Time**

Date : 199909

Day : Thu

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.Airport : DFW.Airport

State Reference : TX

**Person / 1**

ASRS Report : 450248

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 5**

Function.Observation : Passenger

**Person / 3**

Function.Observation : Passenger

**Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolutory Action.Other : pax restrained by others

Consequence.Other : Emotional Trauma

**Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

FLT X FROM DFW TO MCI ON SEP/XA/99. I WAS WORKING #4 AND ASSISTING IN FIRST CLASS DURING BOARDING. A MAN IN A YELLOW T-SHIRT BOARDED AND WAS PUSHING PAST THE PAX IN THE AISLE REPEATING, 'EXCUSE ME.' #1 FLT ATTENDANT SAID TO ME, 'HE DOESN'T HAVE A BOARDING CARD...SECURITY IS ON THE WAY...STAY WITH HIM.' WHEN HE GOT TO THE FIRST CLASS DIVIDER AREA, HE STOPPED AND SAID, 'WHERE'S FIRST CLASS?' I SAID, 'IT'S RIGHT THIS WAY...COME WITH ME AND I'LL SHOW YOU.' I WAS PLANNING ON TRYING TO GET HIM OFF THE AIRPLANE. HE REPEATED THE QUESTION AND I REPEATED MY ANSWER. HE CONTINUED TOWARD THE BACK OF THE PLANE PUSHING AROUND PEOPLE WHO WERE IN HIS WAY AND REPEATING, 'EXCUSE ME.' WHEN WE GOT TO THE AFT DOOR WITH STAIRS, HE PUT HIS HAND ON THE DOOR HANDLE AND BEGAN TO OPEN THE DOOR. I SAID, 'DON'T TOUCH THAT.' HE IGNORED ME AND CONTINUED TO OPEN THE DOOR. I PUT MY HANDS ON THE DOOR HANDLE TO TRY TO PREVENT HIM FROM OPENING IT. I WAS UNSURE WHETHER THE STAIRS WERE UP OR DOWN AT THIS POINT. HE PUSHED ME OUT OF THE WAY AND FULLY ROTATED THE DOOR HANDLE TO THE OPEN POS. I PUT MY FOOT IN FRONT OF THE DOOR TO PREVENT HIM FROM OPENING IT. AT THE SAME TIME, I PICKED UP THE INTERPHONE AND RANG 4 CHIMES TO THE COCKPIT. I COULD HEAR #2 FLT ATTENDANT SAYING, 'HE'S TRYING TO OPEN THE DOOR.' I SAID, 'I NEED HELP BACK HERE. GET SECURITY IMMEDIATELY.' THE RESPONSE WAS, 'WE HEAR YOU.' THE MAN CONTINUED TRYING TO OPEN THE DOOR. WHEN HE REALIZED THAT IT WAS MY FOOT THAT WAS PREVENTING HIM, HE BEGAN PUSHING AND SHOVING ME OUT OF HIS WAY. I HEARD A MALE PAX SAY, 'I'M IN THE MIL...DO YOU NEED HELP?' I SAID, 'YES.' HE AND SEVERAL OTHER MALE PAX WERE ABLE TO BREAK HIS GRIP ON THE DOOR HANDLE AND PIN HIM TO THE FLOOR AFTER A BIT OF A STRUGGLE. HE WAS HELD ON THE FLOOR. HE SAID, 'I GIVE UP.' SECURITY ARRIVED ALMOST IMMEDIATELY, AND THE POLICE CAME SHORTLY AFTER THEM. THE MAN WAS HANDCUFFED USING PLASTIC STRIPS. HIS GLASSES HAD FALLEN OFF DURING THE STRUGGLE AND WHILE HE WAS BEING PINNED DOWN, HE LOOKED AT ME AND SAID, 'WOULD YOU GET MY GLASSES?' THIS WAS THE FIRST SIGN OF COHERENCY THAT HE HAD EXHIBITED. I TOLD HIM THAT I HAD HIS GLASSES (I GAVE THEM TO ONE OF THE SECURITY PERSONNEL). THE POLICE WANTED TO TAKE HIM UP THE AISLE AND OFF THE PLANE. THE CAPT, WHO WAS AT THIS POINT IN THE BACK OF THE PLANE WITH US, SAID THAT HE DID NOT WANT THE MAN TAKEN PAST THE PAX. HE ASKED ME TO LOWER THE AFT STAIRS (THEY HAD BEEN UP, AS IT TURNED OUT). I LOWERED THE STAIRS AND THE MAN WAS TAKEN OFF BY SECURITY AND THE POLICE. I WENT TO THE FRONT OF THE PLANE TO GET SOME AIR. I BEGAN TO SHAKE AND TO HYPERVENTILATE. THE AGENTS STARTED TO CONTINUE BOARDING PAX, AND I WAS UNABLE TO STOP SHAKING AND HYPERVENTILATING. FLT ATTENDANT ASKED ME IF I THOUGHT I SHOULD WORK THE FLT. I WAS BEGINNING TO FEEL DIZZY AND LIGHTEADED, SO I SAID THAT I THOUGHT THAT I PROBABLY SHOULD NOT. HE CALLED THE MOD AND A STANDBY WAS CALLED OUT TO REPLACE ME. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT HE DIDN'T KNOW IF THE MAN WAS TRYING TO HIJACK THE AIRPLANE. HE THOUGHT HE EITHER WAS ON DRUGS OR MENTALLY DERANGED, OR BOTH. HE ISN'T SURE IF THE FBI OR FAA GOT INVOLVED, BECAUSE NO ONE EVER TOLD HIM. POLICE AND SECURITY MET THE FLT AND TOOK HIM OFF. THE RPTR SAID AT LEAST 3 PAX HELPED SUBDUE THE MAN UNTIL SECURITY ARRIVED 2 MINS LATER. THE RPTR WAS PHYSICALLY SHAKEN BY THE INCIDENT AND NEEDED SOME TIME OFF AT LEAST FOR THAT DAY. HE FELT THAT HE SHOULD FLY ASAP TO GET OVER HIS FEAR OF HELPLESSNESS. HE'D NEVER SEEN ANYTHING LIKE THIS IN 16 YRS OF FLYING.

Synopsis :

FLT ATTENDANT RPT, B727, DFW-MCI, DERANGED PAX TRIED OPENING AFT EXIT DOOR ON GND AND WAS SUBDUED BY OTHER PAX AND TAKEN OFF BY SECURITY. EMOTIONAL TRAUMA.

**ACN: 450258**

### **Time**

Date : 199909

Day : Fri

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.ATC Facility : ZHU.ARTCC

State Reference : TX

### **Person / 1**

ASRS Report : 450258

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 6**

Function.Flight Crew : First Officer

### **Person / 8**

Function.Oversight : Supervisor

### **Events**

Anomaly.Inflight Encounter : Turbulence

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolutory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Physical Injury

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Weather

Narrative :

ABOUT 2 HRS INTO OUR FLT FROM AUS-SJC, WE ENCOUNTERED SEVERE TURB. ALL OF A SUDDEN, THE ACFT 'SHOOK, TILTED, DROPPED.' THE COCKPIT, WHEN ABLE, INSTRUCTED OVER THE PA FOR ALL FLT ATTENDANTS TO TAKE THEIR JUMP SEATS. NEVERTHELESS, 3 OF US WERE ALREADY BUCKLED IN, WHILE FLT ATTENDANT #2 PROCEEDED TO SECURE HIS GALLEY. THE TURB CONTINUED FOR A FEW MINS. WHEN THE SIT WAS UNDER CTL, THE COCKPIT INSTRUCTED FLT ATTENDANTS TO WALK THROUGH THE CABIN TO DO A PAX CHK. WE ONLY FOUND SPILLED DRINKS -- NO PAX INJURIES WERE RPTED. AS THE FLT PROCEEDED, FLT ATTENDANT #2 STARTED TO COMPLAIN OF A HEADACHE, BACK PAIN, AND HIS HANDS WERE SHAKING. HE WAS GIVEN SOME ASPIRIN AND GIVEN SUPPORT. UPON ARR IN SJC, WE HAD A SLIGHT DELAY TO BE GUIDED TO THE GATE. THE FLT WAS MET BY FIRE, PARAMEDICS AND FLT SVC FOR PAX AND CREW SUPPORT. CLR AIR TURB OCCURS UNEXPECTEDLY. I BELIEVE THE FLC DID AN EXCEPTIONAL JOB CORRECTING THE SIT, ASSESSING AND ASSISTING PAX AND CABIN CREW. THE CABIN CREW ACTED PROFICIENTLY, AS PER EXPERIENCE. FLT ATTENDANT #2 WILL GAIN INSIGHT INTO THE IDEA THAT PERSONAL SAFETY COMES BEFORE ANYTHING, AS HE CONTINUES HIS FLYING CAREER. RAMP SVCS COULD HAVE BEEN MORE PROMPT, GIVEN THE SIT. I APPRECIATED THE OVERWHELMING RESPONSE FROM MEDICAL AND FLT SVC.

Synopsis :

FLT ATTENDANT RPT, MD80, AUS-SJC, CLR AIR TURB. FLT ATTENDANT INJURED. EMER EQUIP AND PERSONNEL MET FLT.

**ACN: 450441**

**Time**

Date : 199908

Day : Fri

Local Time Of Day : 0001 To 0600

**Place**

Locale Reference.ATC Facility : ZDV.ARTCC

State Reference : CO

**Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 450441

**Person / 4**

Function.Observation : Passenger

**Person / 5**

Function.Observation : Passenger

**Person / 6**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 3**

Function.Observation : Passenger

**Events**

Resolatory Action.Other : Called For MD's

**Supplementary**

Problem Areas : Passenger Human Performance

Narrative :

A MAN IN MAIN CABIN COMPLAINED OF DIZZINESS, AND WAS SWEATING A LOT. HE FELT WEAK AND TIRED SUDDENLY. WE LAID HIM DOWN, WITH LEGS ELEVATED, AND PAGED FOR A DOCTOR. 2 GENTLEMEN SHOWED UP. WE HAD A MEDICAL KIT, OXYGEN, AED AND EMER KIT HANDY FOR THEIR NEEDS. AFTER EXAMINING THE 48 YR OLD MAN, THEY DETERMINED HE WAS HAVING A 'REVOLVING' HEART ATTACK. WE CONTINUED TO IAD WHERE WE WERE MET BY PARAMEDICS, AND THE MAN WAS TAKEN TO THE HOSPITAL. HE NEVER LOST CONSCIOUSNESS. HE WENT TO THE LAVATORY AND NOTIFIED ONE FLT ATTENDANT IN THE AFT GALLEY OF HIS SYMPTOMS, THEN SHE CALLED ME, FLT ATTENDANT IN CHARGE. THAT'S HOW I GOT INVOLVED.

Synopsis :

FLT ATTENDANT RPT, B767-200, LAX-IAD, PAX HAD HEART ATTACK, 2 PAX MD'S INTERVENED, NO DIVERSION, PAX REMOVED BY PARAMEDICS AT IAD.

**Time**

Date : 199909

Day : Sat

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.Airport : LFPO.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

**Component / 1**

Aircraft Component : Door

Aircraft Reference : X

Problem : Design Deficiency

**Component / 2**

Aircraft Component : Cabin Address System

Aircraft Reference : X

Problem : Design Deficiency

**Component / 3**

Aircraft Component : Landing Gear

Aircraft Reference : X

Problem : Design Deficiency

**Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 450444

**Person / 2**

Function.Other Personnel : Gate

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Resolutory Action.None Taken : Anomaly Accepted

Consequence.Other : Company Review

Consequence.Other : Physical Injury

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Narrative :

DOOR 1L HANDLE HIT MY NOSE AND BROKE IT AS I WAS HANGING UP THE INTERPHONE. SUGGESTION: MOVE INTERPHONE TO THE OTHER SIDE OF FLT ATTENDANT JUMP SEAT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THE UNION SAFETY CHAIRPERSON HAS CONTACTED HER ABOUT THE AIRLINE'S DECISION TO MOVE THE LOCATION OF THE HANDSET FROM THE PRESENT POS TO A HIGHER LOCATION ON THE SAME SIDE OF THE JUMP SEAT, BUT NOT TO THE OTHER SIDE, OR AISLE SIDE, OF THE JUMP SEAT. THE AIRLINE ITSELF, HAS SENT A MEMO OUT TO ALL FLT ATTENDANTS FLYING THE B767'S, TO NOT USE THE HANDSET AT DOOR 1L ON THE GND. THEY HAVE POSITIONED AN ORANGE TAPE OR STICKER WITH A WARNING SIGN, 'NOT TO BE USED ON THE GND,' OVER THE HANDSET. THE RPTR HAS ANOTHER SUGGESTION, THAT WHEN THE AGENT KNOCKS ON THE DOOR FOR A 'THUMPS UP' SIGNAL AND RECEIVES ONE, AND THEN IS SUDDENLY CALLED AWAY FROM THE DOOR, AND OPENS IT A FEW MINS LATER, THAT HE KNOCK ON THE DOOR ONCE MORE, IN ORDER TO RECEIVE ANOTHER 'THUMBS UP' SIGNAL FROM THE FLT ATTENDANTS. THE RPTR ALSO FEELS THAT THE NEW PROPOSED LOCATION IS TOO HIGH TO USE WITHOUT UNDOING THE SEAT BELT. SHE BELIEVES THAT THE REASON SHE WAS TOLD THAT HER COMPANY WAS NOT MOVING THE HANDSET TO THE AISLE SIDE OF THE JUMP SEAT, IS BECAUSE OF THE WALL'S CONSTRUCTION WITH SOME MECHANICAL GEAR IN IT OR BEHIND IT. CALLBACK CONVERSATION WITH UNION SAFETY REPRESENTATIVE REVEALED THE FOLLOWING INFO: THE ANALYST HAS TALKED TO THE UNION SAFETY CHAIRMAN OF AIRLINE 'X' ABOUT THEIR B767'S DOOR HANDLE AT 1L HITTING THE FLT ATTENDANTS' NOSES WHEN THEY ARE USING THE INTERCOM HANDSET ON ARR. THE COMPANY HAS AGREED TO MOVE THE HANDSET FURTHER UP THE WALL BY THE JUMP SEAT ON THE FUSELAGE SIDE. THEY HAVE JUST INSTALLED A 'SLEEPER-TYPE' JUMP SEAT FOR CREW REST BREAKS, AND THE CONSTRUCTION OF THIS PARTICULAR TYPE OF JUMP SEAT PROHIBITS THEM FROM MOVING THE HANDSET BACK TO THE ORIGINAL POS ON THE AISLE SIDE OF THE JUMP SEAT. BECAUSE THE HANDSET WILL BE HIGHER AND OUT OF REACH WHEN USING THE NORMAL SEAT HARNESS, THE COMPANY IS PUTTING A NEW HARNESS RESTRAINT THAT WILL ENABLE THE FLT ATTENDANT TO BE ABLE TO REACH UP AND TALK ON THE PHONE WITHOUT RELEASING THEIR SEAT BELT AND GETTING OUT OF THEIR JUMP SEAT.

Synopsis :

FLT ATTENDANT RPT, B767, ORD-ORY, ARR IN PARIS, FLT ATTENDANT'S NOSE BROKEN BY DOOR HANDLE WHEN AGENT OPENED DOOR AT 1L.

**ACN: 450449**

### **Time**

Date : 199909

Day : Mon

Local Time Of Day : 1201 To 1800

### **Place**

Locale Reference.ATC Facility : ZMA.ARTCC

State Reference : FL

### **Component / 1**

Aircraft Component : Galley Furnishing

Aircraft Reference : X

Problem : Failed

Problem : Malfunctioning

### **Person / 1**

ASRS Report : 450449

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Events**

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Inflight Encounter : Turbulence

Anomaly.Inflight Encounter : Weather

Resolutory Action.None Taken : Anomaly Accepted

Consequence.Other : Maintenance Action

Consequence.Other : Physical Injury

### **Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Problem Areas : Weather

Narrative :

THE CAPT ASKED THE FLT ATTENDANTS TO PREPARE THE CABIN FOR LNDG AND TAKE THEIR SEATS BECAUSE IT MIGHT BE BUMPY. THE CART PARKED IN POS 16L IN THE FIRST CLASS GALLEY DID NOT HAVE A WORKING BRAKE. THE AIRPLANE WAS TILTED A BIT NOSE HIGH, RESULTING IN THAT CART ROLLING OUT OF ITS COMPARTMENT, AS I ATTEMPTED TO LOAD THE REMAINING INSERT INTO THE CART NEXT TO THE BROKEN ONE. IN ORDER TO CLOSE THE LARGE HINGED DOOR THAT ENCLOSSES THOSE 3 CARTS, I ENLISTED THE ASSISTANCE OF THE PURSER. SHE HELD THE BROKEN CART IN ITS PLACE, AS I GUIDED THE LARGE HINGED DOOR BEHIND THE RED SLOT ON THE R-HAND SIDE OF THE COMPARTMENT. AS WE PUSHED THE BI-FOLD DOOR, MY FINGER BECAME LODGED BEHIND THE RED SLOT, SMASHING THE TIP OF THE MIDDLE FINGER ON MY R HAND. IT ALSO BROKE THE SKIN ON THE LATERAL SIDE OF THAT FINGER TIP. THE CAUSE OF THE INJURY WAS A BROKEN CART. THE BRAKES ON BOTH SIDES OF THE CART WERE NOT WORKING. IF THE CART HAD BEEN OPERATING PROPERLY, I WOULD NOT HAVE NEEDED ANY ASSISTANCE GETTING THE LARGE BI-FOLD DOOR CLOSED. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED SHE HAD TO WORK THE REMAINING OF HER FLT IN THE GALLEY, SO SHE COULD LEAVE HER FINGER IN A GLASS OF ICE AS SHE WORKED. SHE HAS SEEN MANY OF THESE BROKEN CARTS REBOARDED BY THE FLT KITCHENS WITH THE 'NEEDS REPAIR' TAGS STILL ATTACHED AND THE CARTS ARE OBVIOUSLY STILL BROKEN. HER AIRLINE DOES TRY TO KEEP A SUPPLY OF THESE TAGS IN A KIT ON BOARD. THE PROB IS COMPOUNDED WHEN FLYING INTO SMALL OR FOREIGN ARPTS WITH OUTSIDE CATERING, AND/OR, NON ENGLISH SPEAKING PERSONNEL.

Synopsis :

FLT ATTENDANT RPT, B767-300, ORD-MIA, TURB. BROKEN CARTS BRAKES RESULTED IN FLT ATTENDANT INJURY.

**ACN: 450768**

### **Time**

Date : 199909

Day : Tue

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.ATC Facility : ZID.ARTCC

State Reference : IN

### **Person / 1**

ASRS Report : 450768

### **Person / 4**

Function.Observation : Passenger

### **Person / 5**

Function.Observation : Passenger

### **Person / 6**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Events**

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

### **Supplementary**

Problem Areas : Passenger Human Performance

Narrative :

A YOUNG MAN (APPROX 11 YRS OLD) TURNED BLUE AND HAD A SEIZURE. THE 3 FLT ATTENDANTS RETRIEVED THE NECESSARY MEDICAL EQUIP -- OXYGEN AND THE BLOOD PRESSURE CUFF. WE HAD 4 NURSES ON BOARD TO ASSIST US. THE BOY WAS SLOW TO RETURN TO CONSCIOUSNESS, SO WE FELT IT BEST TO DIVERT TO ST LOUIS AND GET HIM MEDICAL HELP. THE CAPT LANDED WITHIN MINS. OUR TRAINING FROM OUR AIRLINES KICKED IN AUTOMATICALLY WHICH WAS REASSURING -- ESPECIALLY AT THAT HR OF THE MORNING.

Synopsis :

FLT ATTENDANT, S80, IND-DFW, CHILD HAD SEIZURE, TURNING BLUE. PAX NURSES AND CAPT DECIDED TO DIVERT TO STL.

**ACN: 450819**

**Time**

Date : 199909

Day : Fri

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.ATC Facility : ZOA.ARTCC

State Reference : CA

**Component / 1**

Aircraft Component : Electrical Power

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 450819

**Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 4**

Function.Oversight : Flight Attendant In Charge

**Person / 5**

Function.Observation : Passenger

**Person / 3**

Function.Flight Crew : Second Officer

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Other Anomaly : Fumes

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Narrative :

DURING THE BOARDING PROCESS, FLT ATTENDANTS AND PAX NOTICED A BURNING TYPE SMELL AT 3R. MAINT WAS CALLED. THE CAPT AND ANOTHER PLT CAME BACK TO DETERMINE SOURCE AND SEVERITY OF SMELL. I WAS NOT DIRECTLY INVOLVED AT THIS POINT, AS I WAS #2 FLT ATTENDANT AND NEEDED TO STAY IN AFT PORTION OF ACFT. AS I HEARD IT, THEY DECIDED TO GO AS THE SMELL DISAPPEARED. THROUGHOUT THE NEXT 5 HRS OF FLT, THE SMELL RETURNED INTERMITTENTLY AND CHANGED SMELLS. IT WENT FROM AN ELECTRICAL SMELL TO ONE OF A CHEMICAL/ACRID NATURE. WE HAD THE 2-4 PAX AT THE 3R AREA MONITORING THE SMELL. WE ASKED THEM TO RING THE CALL BELL UNTIL ONE OF US RESPONDED AND TO GAUGE STRENGTH AND DURATION OF SMELL FOR US. WE CALLED COCKPIT EACH TIME. THE CAPT WAS EXTREMELY CONCERNED AND THEN WHEN THE SMELL SEEMED TO BE OCCURRING MORE FREQUENTLY, AND WE WERE 1 HR PAST SFO, HE DECIDED TO DIVERT. HE RELAYED INFO TO US AND LET US KNOW THAT IF AN EMER MANIFESTED, OUR OPTIONS WERE NEXT TO NONE IF OVER WATER. SO BACK WE WENT AND LANDED WITHOUT FURTHER INCIDENT. PAX AND CREW ALIKE COMPLAINED THAT THE SMELL HAD CHANGED FORM AT SOME POINT INFLT. THEY SAID IT HURT THEIR EYES, NOSES, AND SOME SAID THEY DEVELOPED HEADACHES AND SLIGHT DIZZINESS. I NOTICED NOTHING MYSELF.

Synopsis :

FLT ATTENDANT RPT, DC10-30, ORD-HNL, ACRID, INTERMITTENT ELECTRICAL BURNING SMELL CHANGING TO CHEMICAL SMELL AT DOOR 3R FOR 5 HRS. DIVERT TO SFO.

**Time**

Date : 199909

Day : Fri

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : ZLA.ARTCC

State Reference : CA

**Component / 1**

Aircraft Component : Hydraulic System

Aircraft Reference : X

Problem : Failed

Problem : Malfunctioning

**Person / 1**

ASRS Report : 451180

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Flight Cancelled

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Narrative :

LOST HYDS. HAD 3 TOTAL. LOST ONLY 1. CAPT HAD FLT ATTENDANTS ADVISE PAX OF POSSIBLE EVAC. BRIEFED PAX. NO EVAC. LNDG WAS GOOD. DIVERTED TO LAX. GOT NEW B757 AND FLEW TO DFW.

Synopsis :

FLT ATTENDANT RPT, B757, LAX-DFW, LOST 1 HYD SYS. RETURN TO LAX. PLANE TAKEN OTS. CREW CHANGED PLANES TO CONTINUE TO DFW.

**Time**

Date : 199909

Day : Mon

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : MIA.TRACON

State Reference : FL

**Component / 1**

Aircraft Component : Galley Furnishing

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 451240

**Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 3**

Function.Oversight : Flight Attendant In Charge

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Other Anomaly : Fumes

Anomaly.Other Anomaly : Smoke Or Fire

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Landed In Emergency Condition

Resolatory Action.Other : Return/Land

Consequence.Other : Flight Cancelled

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Problem Areas : Maintenance Human Performance

Narrative :

5 MINS AFTER TKOF, #2 FLT ATTENDANT (FORWARD FACING JUMP SEAT AT TAILCONE EXIT) WAS POINTING TO SOMETHING OVER MY HEAD -- A BIN HAD POPPED OPEN BEHIND ME. I GOT UP, CLOSED IT, TURNED TO SIT, NOTICED #2 FLT ATTENDANT STILL INDICATING SOMETHING OVER MY HEAD. AT THE SAME TIME I NOTICED SMOKE COMING FROM THE OVEN ACROSS FROM MY JUMP SEAT. I TURNED THE OVEN OFF, SMOKE DIDN'T DISSIPATE. WENT BACK TO #2 FLT ATTENDANT'S JUMP SEAT. SHE CALLED COCKPIT AND #1 FLT ATTENDANT. I RETRIEVED HALON FROM BEHIND LAST ROW OF SEATS. OUR PROCS STATE THAT WE NEVER OPEN AN OVEN DOOR IF AN OVEN FIRE IS SUSPECTED. #2 FLT ATTENDANT GOT SAFETY MANUAL OUT TO DOUBLECHK PROCS. I WENT BACK TO OVEN, STILL SMOKING. FELT DOOR AND LOCKING MECHANISM -- BOTH EXTREMELY HOT, VERY ABNORMAL. PULLED ALL CIRCUIT BREAKERS TO OVEN. COCKPIT CALLED, I UPDATED THEM ON SIT. THEY INFORMED US AN EMER WOULD BE DECLARED AND WE WOULD RETURN TO MIA. NO TIME FOR PLANNED EMER PROCS. PREPARED CABIN FOR LNDG, RETURNED TO JUMP SEAT WITH HALON. AFTER LNDG, SMOKE HAD BEGUN TO DISSIPATE. COCKPIT TAXIED TO GATE, FIRE CREW BOARDED THROUGH AFT STAIRS. THEY OPENED OVEN, ALL FOOD INSIDE WAS BLACK, BUT NO FLAMES AND NO MORE SMOKE. THEY CHKED OVEN AND INSULATION IN CEILING FOR DAMAGE AND FOUND NONE. THE PAX WERE DEPLANED DURING THIS TIME AND MAINT BOARDED TO INSPECT OVEN. THE OVEN WAS FULL OF ENTREES AND SET FOR 275 DEGS. NORMAL COOKING TIME FOR A FULLY LOADED OVEN AT THAT TEMP IS AT LEAST 30 MINS. OVENS WERE TURNED ON 5 MINS BEFORE TKOF AND SMOKE WAS NOTICED 5 MINS AFTER TKOF, AT WHICH TIME OVEN WAS TURNED OFF. MAINT CONCLUDED THE THERMOSTAT ON THE OVEN WAS BROKEN AND TEMPS WEREN'T REGULATED CAUSING THE OVEN TO HEAT TO VERY HIGH TEMPS IN A SHORT AMOUNT OF TIME. THE OVEN WAS REMOVED FROM THE ACFT. THE FLT WAS RESCHEDULED FOR THE FOLLOWING MORNING BECAUSE THE COCKPIT CREW WOULD HAVE BEEN ILLEGAL TO CONTINUE.

Synopsis :

FLT ATTENDANT RPT, S80, MIA-YUL, GALLEY FIRE AND SMOKE. CAPT DECLARED EMER. RETURN TO MIA. FLT CANCELED. BROKEN OVEN THERMOSTAT WAS CAUSE.

**ACN: 452245**

**Time**

Date : 199910

Day : Sat

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.ATC Facility : EGGX.ARTCC

**Component / 1**

Aircraft Component : Galley Furnishing

Aircraft Reference : X

Problem : Design Deficiency

Problem : Malfunctioning

**Person / 1**

ASRS Report : 452245

**Person / 3**

Function.Oversight : Flight Attendant In Charge

**Events**

Resolutory Action.None Taken : Anomaly Accepted

Consequence.Other : Physical Injury

**Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Maintenance Human Performance

Narrative :

I WAS THE COACH GALLEY FLT ATTENDANT. WITH ALMOST A FULL LOAD, THERE WERE ONLY 4 OF US IN MAIN CABIN TO DO OUR MEAL SVC. I HAD FINISHED SERVING 1 CART, AND WAS ABOUT TO LOAD MEALS INTO A SECOND CART FOR FLT ATTENDANT #10 WHO WAS WORKING THE L-HAND SIDE OF ACFT AND WAS SLOWER. THE DOOR OF THE CART HAD NOT LATCHED BACK ALONG THE CART SIDE (5 OUT OF 11 CARTS HAD THE SAME PROB) AND AS I TURNED WITH A HOT OVEN RACK IN MY HANDS (COVERED WITH LONG OVEN GLOVES) THE DOOR HAD ALMOST SWUNG SHUT. I TRIED TO HOLD THE DOOR OPEN WITH THE RACK AND IT SLIPPED TO ONE SIDE A LITTLE, BURNING ME IN THE PROCESS. THE BURN IS ABOUT 3 INCHES LONG AND TOOK A CONSIDERABLE AMOUNT OF SKIN OFF. IT IS JUST INSIDE THE ELBOW AREA. I PUT ICE ON THE BURN IMMEDIATELY, HOWEVER, I HAD A MEAL SVC TO DELIVER, AND SO HAD TO GET BACK INTO THE CABIN TO CONTINUE SERVING. OUR #6 FLT ATTENDANT CAME BACK AS WE WERE PICKING UP TRAYS, SO I WAS ABLE TO CONTINUE PUTTING ICE PACKS ON THE BURN. HAD WE HAD ANOTHER FLT ATTENDANT IN MAIN CABIN, THIS PROBABLY WOULD NOT HAVE HAPPENED AS I WOULD HAVE HAD MORE TIME TO TAPE UP THE CARTS, ETC, AND WOULD NOT HAVE BEEN IN SUCH A HURRY.

Synopsis :

FLT ATTENDANT RPT, B767-300, BRUSSELS TO ORD, FLT ATTENDANT BURNED FROM MALFUNCTIONING OVEN CART.

**ACN: 452572**

**Time**

Date : 199910

Day : Sun

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : ZNY.ARTCC

State Reference : NY

**Component / 1**

Aircraft Component : Hydraulic System

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 452572

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Flight Cancelled

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Narrative :

OCT/XA/99. JFK-GIG. CAPT ADVISED PURSER TO HAVE FLT ATTENDANTS SEATED UNTIL FURTHER ADVISE FROM COCKPIT DUE TO SOME WX. 20 MINS INTO FLT, CAPT CALLED PURSER ADVISING OF AN EMER AND THAT WE WOULD RETURN TO JFK. SHE ENTERED COCKPIT TO ASK TEST AND WAS ASKED TO LEAVE. THIS IS WELL UNDERSTOOD AS THE PLTS ARE BUSY, BUT WE THOUGHT THAT SOMEONE WOULD GET BACK TO US. CAPT MADE A PA LATER ADVISING PAX OF A HYD PROB AND OUR RETURN TO JFK. FLT ATTENDANTS HAVE PROCS TO FOLLOW AND WE DID NOT KNOW THE SEVERITY OF THE PROB. I FEEL THAT THE CAPT AND PURSER HAD A PERSONALITY CONFLICT FROM BOARDING AND HE WAS IN A MOOD. HE REPRIMANDED HER TWICE AND CALLED IT A VIOLATION OF PROTOCOL. IF THE CAPT COULD NOT COMMUNICATE WITH HER, THERE WERE 9 OTHER FLT ATTENDANTS ON BOARD. I THOUGHT THIS WAS A MISUNDERSTANDING INITIALLY, BUT IT CONTINUED THE ENTIRE SEQUENCE OCT/XA/99 TO OCT/XB/99. THIS IS A SAFETY ISSUE. THE CAPT IS OUR TEAM LEADER AND MUST COMMUNICATE. WE MUST KNOW ASAP WHAT IS HAPPENING AS WE ALSO HAVE PROCS TO FOLLOW. 6 OF THE 10 FLT ATTENDANTS ON BOARD ARE 45+ YRS OF AGE AND TAKE OUR JOBS SERIOUSLY AND IF WE CANNOT COMMUNICATE WITH ONE ANOTHER THEN THERE IS A MAJOR PROB. P.S. THE MATTER STARTED WHEN FLT ATTENDANT #1 WENT TO COCKPIT TO INTRODUCE HERSELF (AS CAPT NEVER HAD A BRIEFING NOR DID HE INTRODUCE HIMSELF TO ANYONE). CAPT SAID 'SO YOU ARE THE ONE WHO STAYS IN HER ROOM THE ENTIRE LAYOVER,' AND HER REPLY 'I DID NOT KNOW THAT I WAS THE TOPIC OF DISCUSSION.' THE MOOD WAS SET AND IT ALL WENT DOWNHILL. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR SAID THAT THE CAPT SHOWED ABSOLUTELY NO LEADERSHIP QUALITIES. THE COMPANY EVEN RECEIVED MANY LETTERS FROM PAX REGARDING THE LACK OF CREW COM AND THAT THE CABIN CREW DIDN'T DO THEIR SEATBELT AND BAGGAGE COMPLIANCE CHKS IN COACH. SHE DID HERS IN FIRST CLASS. AFTER THEY LANDED, THE CAPT TOOK THE PURSER OUT ON THE JETBRIDGE TWICE AND 'BAWLED HER OUT' FOR 'VIOLATING PROTOCOL.' THEY HAD A 2 1/2 HR DELAY ON THE GND BEFORE SWITCHING PLANES. THE CAPT 'FUDGED' OR ALTERED THE PAPERWORK SO THE CREW COULD FLY, EVEN THOUGH THEY WERE ILLEGAL. EVIDENTLY, THEY ACTUALLY CLOSED THE DOOR AT XB45 AND THEY PUT DOWN THAT THEY CLOSED THE DOOR AT XA45. AFTER RESUMING THEIR FLT, THE CAPT GOT REAL PARANOID, AND WOULDN'T EAT HIS CREW MEAL UNLESS HE COULD WATCH THE GALLEY FLT ATTENDANT COOK IT. THE RPTR SAID SHE FELT VERY UNSAFE WITH THE LACK OF LEADERSHIP SKILLS EXHIBITED BY THE CAPT, AND FELT HE NEEDED TO BE RETRAINED IN LEADERSHIP SKILLS.

Synopsis :

FLT ATTENDANT RPT, B767-300, JFK-GIG (RIO DE JANEIRO), HYD PROB 20 MINS AFTER TKOF, RETURN TO JFK TO SWITCH PLANES. NO COCKPIT COM.

**ACN: 452587**

### **Time**

Date : 199910

Day : Tue

Local Time Of Day : 1801 To 2400

### **Place**

Locale Reference.ATC Facility : ZAU.ARTCC

State Reference : IL

### **Person / 1**

ASRS Report : 452587

### **Person / 2**

Function.Observation : Passenger

### **Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 3**

Function.Oversight : Flight Attendant In Charge

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Chart Or Publication

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX APPEARED INTOXICATED, SO I REFUSED TO SERVE HIM ANY MORE ALCOHOL. HE BECAME ABUSIVE AND PHYSICAL WITH 1 FLT ATTENDANT AND ABUSIVE TO 2 OTHER FLT ATTENDANTS. HE WAS ARRESTED IN LONDON. RPTS HAVE BEEN FILED WITH LONDON OFFICIALS. ORD-LHR OCT/XA/99.

Synopsis :

FLT ATTENDANT, B767, ORD-LHR, INTOXICATED PAX VERBALLY AND PHYSICALLY ABUSIVE TO 3 FLT ATTENDANTS. ARRESTED IN LONDON.

**ACN: 452820**

**Time**

Date : 199910

Day : Mon

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.ATC Facility : ZSE.ARTCC

State Reference : WA

**Aircraft / 1**

Controlling Facilities.ARTCC : ZSE.ARTCC

Make Model : B777 Undifferentiated or Other Model

**Component / 1**

Aircraft Component : Generator Drive

Aircraft Reference : X

Problem : Failed

Problem : Malfunctioning

**Person / 1**

ASRS Report : 452820

**Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Narrative :

WE DIVERTED TO SEA BECAUSE THE INDICATION OF A LOSS OF A BACKUP GENERATOR.

Synopsis :

FLT ATTENDANT RPT, B777, NRT-ORD, DIVERT TO SEATTLE, BECAUSE OF LOSS OF BACKUP GENERATOR.

**ACN: 453230**

**Time**

Date : 199910

Day : Thu

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : ZAN.ARTCC

State Reference : AK

**Aircraft / 1**

Controlling Facilities.ARTCC : ZAN.ARTCC

Make Model : B777 Undifferentiated or Other Model

**Person / 1**

ASRS Report : 453230

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 4**

Function.Observation : Passenger

**Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 6**

Function.Flight Crew : First Officer

**Person / 3**

Function.Observation : Passenger

**Person / 7**

Function.Flight Crew : Relief Pilot

**Person / 8**

Function.Observation : Passenger

**Events**

Resolutory Action.Flight Crew : Declared Emergency

Resolutory Action.Flight Crew : Diverted To Another Airport

Resolutory Action.Flight Crew : Landed As Precaution

Consequence.Other : Physical Injury

**Supplementary**

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

5 MINS AFTER TKOF, I WAS CALLED BY BUSINESS CLASS FLT ATTENDANTS TO A PAX WITH SEVERE CHEST PAIN. 3 DOCTORS QUICKLY RESPONDED TO THE SUBSEQUENT PAGE FOR MEDICAL ASSISTANCE. AS ALL PAX INVOLVED WERE FOREIGN, I ACTED AS THE INTERPRETER TO KEEP THE CREW ADVISED OF THE SIT. THE MEDICAL KIT WAS RETRIEVED, BLOOD PRESSURE CHKED AND NITROGLYCERIN ADMINISTERED BY A DOCTOR. HOPING THE CONDITION WAS STABILIZED, WE RESUMED THE MEAL SVC. ABOUT 30 MINS LATER THE PAX WAS COMPLAINING OF SEVERE ABDOMINAL PAIN. ONE OF THE DOCTORS THEN ADMINISTERED SOME OF HIS PERSONAL MEDICATION FOR THE PAIN. AFTER THAT FAILED TO WORK, THE 3 DOCTORS DISCUSSED HIS CONDITION AND DETERMINED THAT THEY COULD NOT MAKE A DIAGNOSIS, THAT THE PATIENT'S CONDITION WAS WORSENING AND THAT CONTINUING TO DALLAS WOULD JEOPARDIZE HIS LIFE. THE ENHANCED MEDICAL KIT WAS USED TO ADMINISTER AN IV AFTER WE MOVED THE PATIENT TO A FIRST CLASS SEAT. HE CONTINUED TO APPEAR IN SEVERE PAIN. HIS MEDICAL HISTORY INCLUDED SURGERY TO CORRECT AN ABDOMINAL AORTIC ANEURYSM 8 YRS PREVIOUS. THE DOCTORS CONCLUDED THAT HE MAY BE EXPERIENCING ANOTHER OF THE SAME. IT WAS NOT UNTIL I LET THE COCKPIT CREW KNOW THAT AN IV WAS ADMINISTERED THAT THEY SEEMED TO TAKE THE EVENT SERIOUSLY. THEY VERY GRUDGINGLY DECIDED TO LAND IN ANC TO REMOVE THE PATIENT. AT THE TIME THAT DECISION WAS MADE, WE WERE STILL 3 1/2 HRS FROM ANC. THE FLT WAS MET BY PARAMEDICS, PATIENT AND WIFE RELEASED, REFUELED AND CONTINUED TO DFW WITHOUT INCIDENT. THE PATIENT HAD A LONG SCAR VERTLY ACROSS HIS ABDOMEN FROM HIS PREVIOUS SURGERY. IT WAS TROUBLING THAT, ALTHOUGH I KEPT THE COCKPIT CREW INFORMED OF UNFOLDING EVENTS, THEY KEPT INSISTING THAT THEY DID NOT WANT TO LAND. MEDICATIONS ADDED TO THE IV WERE DIAZEPAM AND VALIUM. PATIENT'S HEART RHYTHM WAS MONITORED USING THE AED. OXYGEN WAS ADMINISTERED VIA THE OXYGEN WALKAROUND.

Synopsis :

FLT ATTENDANT RPT, B777, OSAKA-DALLAS, MEDICAL EMER DECLARED, DIVERT TO ANC FOR MEDICAL ASSISTANCE. PAX REMOVED. FLT CONTINUED.

**ACN: 453233**

### **Time**

Date : 199910

Day : Wed

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.ATC Facility : EGTT.ARTCC

State Reference : FO

### **Aircraft / 1**

Controlling Facilities.ARTCC : EGTT.ARTCC

Make Model : MD-11

### **Person / 1**

ASRS Report : 453233

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 4**

Function.Observation : Passenger

### **Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 3**

Function.Observation : Passenger

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Anomaly Accepted

Consequence.Other : Emotional Trauma

### **Supplementary**

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

THREATENING, INTIMIDATING AND INTERFERING WITH A FLC MEMBER. MRS PAX X, ELDERLY, HARD CORE ALCOHOLIC. NEVER SHOULD BE ALLOWED ON ANYONE'S AIRLINE. SHE THREATENS, SHE SEES PINK ELEPHANTS, SHE SAYS HER HUSBAND BEATS HER (UNTRUE). CRAZY! NEXT TIME WE WILL LAND AND LET HER OFF. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR SAID THAT THE WOMAN AND HER HUSBAND BOTH GOT ON IN WHEELCHAIRS IN GATWICK, AS THEY HAD BEEN IN SCOTLAND. THEY SAT IN FIRST CLASS AND THE HUSBAND KEPT MUM WHEN HIS WIFE TOLD THE FLT ATTENDANTS ABOUT HIM BEATING HER. THE RPTR THOUGHT THE WOMAN WAS A BIT DELUSIONAL AND VERY MEAN SPIRITED, AS SHE LASHED OUT QUITE VICIOUSLY WHEN DENIED MORE DRINKS. SHE WOULD GRAB THE RPTR'S WRIST AND PULL HER CLOSE TO HER FACE TO MAKE HER THREATS. THE HUSBAND JUST SAT THERE AND DRANK HIS MILK. THE WOMAN TOLD THE RPTR THAT 'SHE WAS TOO OLD AND TOO FAT' TO HANDLE THE SIT (ABOUT GETTING MORE DRINKS), SO SHE WANTED TO TALK TO THE PURSER. THE RPTR WAS SO DISTRAUGHT THAT SHE HAD TO AVOID THE WOMAN ALTOGETHER. THE PURSER WAS ALSO GRABBED BY THE WRIST BY THE WOMAN, AND AGAIN SHE MADE THREATS ABOUT BEING DENIED DRINKS, SAYING 'YOU'RE GOING TO BE SORRY.' AT ONE POINT, THE CAPT, WHO HAD ALREADY BEEN INFORMED OF THE SIT, STOOD IN BACK OF THE FIRST CLASS CABIN, AND WATCHED THE WOMAN'S INTERACTION OF THE WOMAN WITH THE PURSER AND CREW, BUT DID NOTHING ABOUT IT. THE RPTR DOESN'T KNOW IF THERE WERE ANY REPERCUSSIONS FROM THE INCIDENT. SHE HAD GIVEN THE WOMAN AN AIRLINE 'MISCONDUCT' FORM, BUT THE WOMAN JUST TORE IT UP. SHE DOESN'T KNOW WHETHER THE WOMAN WAS BLACKLISTED FROM HER AIRLINE.

Synopsis :

FLT ATTENDANT RPT, MD11, GATWICK, ENGLAND-DALLAS. INTOXICATED, ELDERLY LADY IN WHEELCHAIR VERBALLY AND PHYSICALLY ASSAULTED FLT ATTENDANT, CAUSING EMOTIONAL DISTRESS.

**ACN: 453236**

**Time**

Date : 199910

Day : Mon

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.ATC Facility : ZJX.ARTCC

State Reference : FL

**Aircraft / 1**

Controlling Facilities.ARTCC : ZJX.ARTCC

Make Model : B727-200

**Component / 1**

Aircraft Component : Fuel Quantity-Pressure Indication

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 453236

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Less Severe

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Company

Narrative :

CAPT CALLED BACK AND ASKED TO SEE ME IN COCKPIT. I WENT UP THERE AND HE INFORMED ME THAT SOMETHING WAS WRONG WITH A FUEL GAUGE OR SOMETHING TO DO WITH THE FUEL. HE TOLD ME TO PUT EVERYTHING AWAY AND INFORM THE OTHER FLT ATTENDANTS TO PUT EVERYTHING AWAY -- WE WERE GOING TO LAND IN MCO. WE WOULD NOT BE EVACING, IT WAS JUST SOMETHING THAT WAS WRONG, AND WE NEEDED TO LAND AND HAVE IT FIXED. WE LANDED AND HAD IT FIXED AND PROCEEDED TO YYZ.

Synopsis :

FLT ATTENDANT RPT, B727-200, MIA-YYZ, INOP FUEL GAUGE, DIVERT TO MCO FOR MAINT.

**ACN: 453446**

### **Time**

Date : 199910

Day : Wed

Local Time Of Day : 0601 To 1200

### **Place**

State Reference : IN

### **Aircraft / 1**

Make Model : B767-200

### **Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 453466

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 5**

Function.Observation : Passenger

### **Person / 3**

Function.Observation : Passenger

### **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Unable

### **Supplementary**

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX X WAS OBLIVIOUS TO FLT ATTENDANT #10'S INSTRUCTIONS TO RETURN TO SEAT DURING CLB (SEATBELT SIGN ON). AFTER FIRST SVC HAD BEEN ACCOMPLISHED, MR PAX X SAT DOWN ON FLT ATTENDANT #2'S JUMP SEAT. AGAIN FLT ATTENDANT #10 APCHED HIM AND INFORMED HIM HE COULDN'T SIT ON A CREW MEMBER'S JUMP SEAT FOR SAFETY REASONS. HE IMMEDIATELY REPLIED 'WHY NOT?' AND THAT IT WAS THE STUPIDEST THING HE HAD EVER HEARD. HE AGAIN REFUSED TO RETURN TO HIS SEAT. WHEN FLT ATTENDANT #1 APCHED HIM, HE PRETENDED NOT TO UNDERSTAND ENGLISH. LUCKILY, SHE ASKED HIM IF HE WOULD UNDERSTAND SPANISH. THEN, HE SAID YES. PURSER (FLT ATTENDANT #1) WENT AHEAD TO EXPLAIN TO HIM WHY HE WAS NOT AUTH TO SIT ON A FLT ATTENDANT JUMP SEAT, BUT HE ABRUPTLY RESPONDED THAT HE COULD CARE LESS WHO OR WHY WAS NOT ALLOWED TO SIT THERE. HE WENT ON TO SAY THAT HE WOULD NOT COMPLY NOR COOPERATE WITH ANY CREW MEMBER'S INSTRUCTIONS. HE ALSO ADDED THAT HE WAS NOT RETURNING TO HIS SEAT UNTIL HE FELT LIKE IT AND HE FINISHED HIS COFFEE. PURSER STOOD BY HIM UNTIL HE AND HIS FRIEND (MR PAX Y) RETURNED TO HIS SEAT. EVEN THOUGH MR PAX X RETURNED TO HIS SEAT AND STAYED THERE FOR THE MAJORITY OF THE FLT, PURSER WAS NOT CONFIDENT OF HIS BEHAVIOR. HE WAS INCREDIBLY UPSET AT CREW MEMBERS AND WAS BELITTLING THEM ON EVERY OPPORTUNITY HE HAD. HE REFUSED TO PROVIDE HIS NAME. IT WAS OBVIOUS THAT HIS ACTIONS WERE NOT ACCEPTABLE AND EVEN QUESTIONABLE. WHEN THE COPY OF THE INCIDENT RPT WAS OFFERED TO HIM, HE REFUSED TO TAKE IT -- HE THREW IT ON THE FLOOR. CAPT ASSESSED SIT AND HAD SECURITY MEET THE FLT. MR PAX X WENT ON TO DENY THE INCIDENT, BUT MR PAX Y COOPERATED WITH POLICE OFFICERS BY PROVIDING INFO.

Synopsis :

FLT RPT, B767-200, JFK-LAX, PAX SAT IN CREW JUMP AND WOULD NOT MOVE, BECAME BELLIGERENT AND VERBALLY ABUSIVE TO CREW. POLICE MET FLT.

**ACN: 453458**

**Time**

Date : 199910

Day : Wed

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : SAEU.ARTCC

State Reference : FO

**Aircraft / 1**

Controlling Facilities.ARTCC : SAEU.ARTCC

Make Model : MD-11

**Person / 1**

ASRS Report : 453458

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 4**

Function.Observation : Passenger

**Person / 5**

Function.Observation : Passenger

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Inflight Encounter : Turbulence

Resolatory Action.None Taken : Anomaly Accepted

Consequence.Other : Physical Injury

**Supplementary**

Problem Areas : Chart Or Publication

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Weather

Narrative :

TURB SHOOK THE ACFT TWICE. AFTER THE FIRST OCCURRENCE I TOOK MY SEAT, THEN GOT UP TO CONTINUE MY SVC AND CHK ON THE PAX. WHEN THE PLANE JOLTED AGAIN, I WAS FORCED TO THE FLOOR. THE ACFT THEN SEEMED TO BE GOING DOWNWARD RAPIDLY. A PAX HELD ON TO ME DURING THE SHARP DECLINE OF THE ACFT. APPROX 9 OF THE 12 FLT ATTENDANTS, INCLUDING MYSELF, WERE INJURED, AND A PAX, THAT HAD BEEN IN THE LAVATORY, WAS ALSO INJURED.

Synopsis :

FLT ATTENDANT RPT, MD11, BUENOS AIRES-MIAMI, 1 HR AFTER TKOF, TURB. 9 FLT ATTENDANTS AND 1 PAX INJURED.

**ACN: 453946**

**Time**

Date : 199911

Day : Fri

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

**Aircraft / 1**

Make Model : Commercial Fixed Wing

**Person / 1**

ASRS Report : 453946

**Events**

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Unable

**Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : FAA

Narrative :

FLT ATTENDANTS ARE SENT OUT ON RED-EYE FLTS ON THE SAME DAY THEY ARRIVE FROM A TRANSPACIFIC/TRANSATLANTIC FLT. THEN SOME ARE FORCED TO WORK AN ADDITIONAL SEGMENT IMMEDIATELY AFTER THE RED-EYE. OUR CONCERN IS A SAFETY AND HEALTH ISSUE. WE ARE FATIGUED, EXHAUSTED, AND BELIEVE IT OR NOT -- JET LAGGED! WE ARE PUSHING THE LINE ON PHYSICAL FUNCTIONALITY SHOULD WE BE REQUIRED TO PERFORM AND REACT TO AN EMER. IT IS RIDICULOUS THAT THIS IS EVEN LEGAL, AS THIS IS PHYSICALLY AND MENTALLY HORRID. ONE OF THE REASONS WHY THIS OCCURS IS AIRLINE X IS CONSTANTLY SHORT-STAFFED FLT ATTENDANTS. ALREADY THIS YR, 300 NEWLY HIRED FLT ATTENDANTS QUIT AIRLINE TO PURSUE OTHER AIRLINES AND OPPORTUNITIES (AIRLINES Y AND Z). THIS IS BECAUSE OF AIRLINE X REFUSAL TO WORK WITH EMPLOYEES TO SETTLE LABOR DISPUTES, REFUSAL TO SETTLE A FLT ATTENDANT CONTRACT, LOW PAY AND POOR WORK RULES AT AIRLINE X. SOLUTION: FLT ATTENDANTS NEED A CONTRACT WITH DECENT PAY AND RETIREMENT, WE NEED HEALTH REGS. UNLESS REGS ARE MADE, AIRLINE X MGMNT WILL CONTINUE TO UNRAVEL AT THE SAFETY OF THE AIRLINE LIKE A BALL OF STRING. BECAUSE OF AIRLINE X POOR MGMNT DECISIONS, THE FLYING PUBLIC WAS TAKEN ADVANTAGE OF ENOUGH, AND THE PAX'S BILL OF RIGHTS AROSE. NOW THE FLCS HAVE HAD ENOUGH, AND WE WANT AND ARE IN DESPERATE NEED OF A BILL OF RIGHTS FOR OUR SAFETY AND HEALTH. IF YOU ARE ON A FLT AND AN EMER OCCURRED, WHAT KIND OF FLC DO YOU WANT TO BE WITH? WHAT WOULD INCREASE YOUR CHANCE OF SURVIVAL? PLEASE HELP MAKE OUR AIRLINE SAFER. PLEASE HELP US TO MAINTAIN THE SAFETY AND HEALTH OF OUR CREWS. WE APPRECIATE ANY SUPPORT AND GUIDANCE IN HELPING TO DIRECT AIRLINE X TO BE A SAFE UNITED STATES CARRIER.

Synopsis :

COLLECTIVE FLT ATTENDANTS FROM AIRLINE X, A RPT ON LACK OF FEDERAL REGS FOR CABIN ATTENDANT FATIGUE DUTY TIME AND REST TIME. SAFETY ISSUE.

**Time**

Date : 199908

Day : Fri

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.Airport : MTEG.Airport

State Reference : FO

**Aircraft / 1**

Make Model : A300

**Person / 1**

ASRS Report : 453948

**Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 6**

Function.Oversight : Supervisor

Function.Other Personnel : Gate

**Person / 3**

Function.Oversight : Flight Attendant In Charge

**Person / 7**

Function.Flight Crew : First Officer

**Events**

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

Consequence.Other : Company Review

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Airport

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

#### Narrative :

IN CONJUNCTION WITH THE ENCLOSED RPT TO AIRLINE, THE 2 MAIN ISSUES THAT CONCERN ME AND THAT I FEEL SHOULD BE INVESTIGATED ARE THE 15 1/2 HR DUTY DAY THAT THE COCKPIT AND FLT ATTENDANTS WORKED, AS WELL AS THE UNSANITARY CONDITIONS OF AN ACFT WITHOUT ANY RUNNING WATER FOR APPROX 7 1/2 HRS THAT PAX WERE ONBOARD. I WAS FLT ATTENDANT #5 FROM JFK TO PAP ON AUG/XA/99. WE ARRIVED LATE FROM JFK. WHEN WE ARRIVED IN PAP, WE WERE INFORMED THAT OUR ACFT WAS TO BE USED FOR THE PAP-MIA TRIP WHICH HAD BEEN DELAYED FROM THE DAY PRIOR. WE HAD A DECISION ON OUR ACFT OF XA00 LCL TIME, AWAITING PARTS AND MECHS FROM MIA. ONCE THEY ARRIVED WE WENT TO THE TERMINAL TO WAIT. DURING THIS TIME, WE WERE TOLD THAT IF WE LEFT, WE WOULD NOT BE CATERED -- NO WATER WOULD BE ADDED, AND NO ICE WOULD BE BROUGHT ON -- THERE WOULD BE NO WATER IN THE LAVATORIES AS WELL. AT APPROX XA00, WE ALL WENT BACK TO THE ACFT AND BEGAN BOARDING ABOUT 15 MINS LATER. PAX WERE ANGRY AND FRUSTRATED WHEN THEY CAME ON, ESPECIALLY AFTER THEY FOUND OUT THAT THERE WOULD BE NO CATERING OR WATER ONBOARD. THEY SAID THEY WERE NOT INFORMED OF THIS AT ALL IN THE TERMINAL. AFTER ALL THE PAX WERE ONBOARD, WE WERE TOLD THAT WE WOULD BE RECEIVING SANDWICHES AND SODAS IN A SHORT WHILE. A SHORT TIME TURNED INTO A LONG TIME. PAX STARTING HITTING CALL LIGHTS, WANTING TO KNOW HOW MUCH LONGER. I WAS IN THE AFT CABIN WITH THE 4L DOOR STILL OPEN WITH AIRSTAIRS ATTACHED. AT APPROX XA00, ABOUT 2 HRS AFTER BOARDING, I SAW A WHOLE CROWD OF PEOPLE STANDING AND YELLING INCITING A RIOT. AT THAT POINT, CALL LIGHTS WERE GOING OFF ONE AFTER THE OTHER. AT THAT POINT, I WAS FEELING UNEASY IN THE BACK OF THE PLANE, BUT THE 4L DOOR WAS STILL OPEN, SO I FELT LIKE I COULD STILL GET OUT IF I NEEDED TO. THE SHOUTING UP FRONT CONTINUED TO WORSEN. I WENT INTO THE CABIN FOR A MIN TO LISTEN TO A PA THE CAPT WAS MAKING, TELLING EVERYONE TO SIT DOWN OR WE WEREN'T LEAVING UNTIL THEY DID SO. NO ONE LISTENED -- IT ONLY INCITED THEM FURTHER. WHEN I RETURNED TO THE REAR, THE 4L DOOR WAS CLOSED AND STAIRS REMOVED. THE SHOUTING WAS PERSISTENT WITH MORE PEOPLE STANDING. AT THAT POINT, I WAS FEELING TRAPPED AND UNSAFE IN THE AFT CABIN. I DECIDED TO MOVE UP TO THE FORWARD PART OF THE ACFT, WHERE I FIGURED THE REST OF THE CREW WAS. I FOUGHT MY WAY THROUGH THE CROWD, YELLING, PUSHING AND CLINGING OVER BAGS. I FELT A LITTLE BIT BETTER ONCE I WAS WITH THE REST OF THE CREW IN THE FORWARD GALLEY, CLOSER TO AN OPEN DOOR. THE CAPT WAS NOT DOING MUCH AT THIS POINT TO CTL THE SIT, EXCEPT MAKE LOUD REMARKS SO THAT FIRST CLASS COULD HEAR, LIKE 'IF THEY CAN'T TAKE A JOKE, SCREW 'EM.' THE CROWD DID NOT RELENT. I EXPRESSED MY FEELINGS TO THE CREW THAT I DID NOT FEEL SAFE ONBOARD THE ACFT. MANY OTHERS EXPRESSED THE SAME. AT THIS POINT THE CAPT WAS ON THE MEGAPHONE -- TELLING EVERYONE TO CALM DOWN, THAT THE FOOD WOULD BE THERE ANY MIN. THAT SEEMED TO GET THEM EVEN ANGRIER. THIS WENT ON FOR ABOUT 20 MINS, WHEN THE PURSER SAID HE NO LONGER FELT SAFE AND WAS LEAVING THE ACFT. AT THAT POINT, I SAID, I NO LONGER FELT SAFE ONBOARD AND I TOLD THE CREW AND THE CAPT THAT I WAS LEAVING. HE WAS STILL TALKING ON THE MEGAPHONE AND HAD NO CTL OVER THE SIT. FLT ATTENDANT #2 AND MYSELF WAITED ON THE RAMP BY THE GATE AREA -- 3 OTHER FLT ATTENDANTS CAME OUT ALSO AND SAID THEY DID NOT FEEL SAFE ON THE ACFT (THIS ALL HAPPENED ABOUT XA30 LCL TIME). THE FLT ATTENDANTS THEN CAME OUT, SAID IT WAS STILL OUT OF CTL ONBOARD. THE GND STAFF WAS TRYING TO CONVINCE US TO GO BACK ONBOARD SO THE FLT COULD LEAVE. A FEW MINS LATER THE CAPT MADE A PLEA TO FLT ATTENDANT #2 OVER THE MEGAPHONE TO RETURN TO THE ACFT AND SPEAK WITH HIM -- WE DID NOT GO BACK -- FEELING IT WAS STILL UNSAFE. SHORTLY AFTER THAT ANOTHER FLT ATTENDANT CAME OUT AND SAID IT WAS A LITTLE BETTER ONBOARD. ALL BUT FLT ATTENDANT #2 AND MYSELF RETURNED TO THE ACFT. EVERYONE KEPT TRYING TO CONVINCE US THAT IT WAS SAFE. THE DOOR TO THE ACFT SOON CLOSED AND STAIRS PULLED AWAY -- READY TO DEPART. WE WERE INSIDE THE TERMINAL AND ASKED FOR ASSISTANCE IN GETTING A HOTEL AND TRANSPORTATION. ABOUT 10 MINS LATER, A MGR CAME AND TOLD FLT ATTENDANT #2 THAT SHE WAS CONFIDENT THAT IT WAS SAFE FOR US TO RETURN. FLT ATTENDANT #2 HAD FLOWN WITH HER MANY TIMES AND TRUSTED HER JUDGEMENT. AT THAT POINT I DECIDED IT WAS NOT SAFE FOR ME TO STAY IN PAP BY MYSELF AND I OPTED TO RETURN TO THE ACFT. AFTER I RETURNED TO THE ACFT, FLT ATTENDANT #5 TOLD ME THAT WHEN THE CAPT RETURNED ONBOARD AFTER HE TRIED TO CONVINCE ME AND FLT ATTENDANT #2 TO RETURN, HE SAID IN FRONT OF THE CREW AND THE FO THAT, 'THOSE TWO @#%^&\$\* \$#%^@# ARE STAYING.' I DID NOT SAY ANYTHING TO THE CAPT ABOUT THIS STATEMENT OR ABOUT ANYTHING ELSE. I CONTINUED TO PERFORM MY DUTIES AS A FLT ATTENDANT THROUGHOUT THE REMAINDER OF THE TRIP. THE LAVATORIES AND THE REAR GALLEY WERE DISGUSTING AND UNSANITARY -- THERE WAS NO RUNNING WATER IN THE LAVATORIES FOR THE 3 1/2 HR FLT TO JFK, PLUS THE 2 1/2 HRS ON THE GND WITH PAX ONBOARD. I FEEL THAT MY SAFETY AND WELL BEING WAS COMPROMISED BY ACR X AIRLINES, REPRESENTED BY CAPT AND THAT I WAS VIEWED IN A DISCRIMINATORY FASHION BY ACR X AIRLINES IN THE COMMENT EXPRESSED BY CAPT. NO FURTHER INCIDENT TOOK PLACE ONBOARD THE FLT TO JFK. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR SAID THAT THE COMPANY HAS REVIEWED THE CASE AND HAS CHOSEN NOT TO DO ANYTHING ABOUT IT. THE CAPT HAS DENIED EVER CALLING THEM NAMES. THE RPTR FEELS THAT THIS MUST VIOLATE PUBLIC HEALTH LAWS AND BELIEVES THAT IT VIOLATED FARs. HE FEELS THAT THE WHOLE SIT WAS SHOVED UNDERNEATH A RUG AND FORGOTTEN ABOUT. HE SAID THAT THE PORT AU PRINCE AND SANTO DOMINGO FLTS WERE NOTORIOUS FOR THE PAX GETTING OUT OF CTL. HE MAY TRY CALLING THE PUBLIC HEALTH BOARD TO GET SOME ACTION ON THE SANITARY AND SAFETY ISSUES INVOLVED. AT THE PRESENT TIME, HE FEELS HELPLESS TO CHANGE THE AIRLINE'S POLICY OF TAKING AND ACCEPTING AN AIRPLANE WITH NO WATER ON A LONG FLT. THE COMPANY TOLD HIM THAT BECAUSE THERE WERE A COUPLE OF BOTTLES OF WATER ONBOARD, THEY CONSIDERED IT TO HAVE RUNNING WATER.

#### Synopsis :

FLT ATTENDANT RPT, A300, PORT AU PRINCE-JFK. AIRLINE AND THE CAPT ACCEPTED AN AIRPLANE WITH NO WATER AT ALL. PAX RIOTED AND WERE OUT OF CTL AFTER 3 HR DELAY.

**Time**

Date : 199910

Day : Sat

Local Time Of Day : 1201 To 1800

**Place**

State Reference : FO

**Aircraft / 1**

Make Model : B767-300

**Person / 1**

ASRS Report : 453955

**Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 4**

Function.Flight Crew : Relief Pilot

**Person / 5**

Function.Oversight : Flight Attendant In Charge

**Person / 6**

Function.Observation : Passenger

**Person / 3**

Function.Flight Crew : First Officer

**Person / 7**

ASRS Report : 453459

**Events**

Anomaly.Inflight Encounter : Turbulence

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Anomaly Accepted

**Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Weather

Narrative :

THE COCKPIT HAD RPTED TO THE FLT ATTENDANTS THAT AN ACFT AHEAD OF US EXPERIENCED TURB. THEY SUGGESTED THAT WE MAKE NECESSARY PREPARATIONS IN THE CABIN. I WENT TO THE COCKPIT TO QUESTION HOW MUCH TIME IT MIGHT BE BEFORE THIS WOULD HAPPEN. WHILE I WAS IN THE COCKPIT THE TURB BEGAN. I TOOK A SEAT AND BUCKLED UP, REMAINING THERE FOR ABOUT 12 MINS, UNTIL I COULD SAFELY RETURN TO THE CABIN. WHILE IN THE COCKPIT. I SAT QUIETLY. UPON RETURNING TO THE CABIN, I WALKED THROUGH ALL CABINS. PAX WERE CALM. EVERYONE WAS SEATED AND BELTED IN. THE GALLEYS WERE A MESS. BEVERAGE CARTS HAD FALLEN OVER. INSERTS IN THE GALLEYS HAD BEEN THROWN FROM THEIR COMPARTMENTS. NO ONE WAS HURT. ALL FLT ATTENDANTS WORKED TO CLEAN UP. ALL FLT ATTENDANTS WERE VERY SURPRISED BY THE SEVERITY OF THE TURB, EVEN THOUGH WE WERE WARNED BY THE COCKPIT, AS IT IS NOT UNUSUAL TO BE WARNED OF TURB, AND THEN EXPERIENCE ONLY LIGHT CHOP. SOME FLT ATTENDANTS WERE UNABLE TO MAKE IT TO THEIR JUMP SEATS OR A PAX SEAT. THEY SAT ON THE FLOOR. SUPPLEMENTAL INFO FROM ACN 453459: L-HAND SIDE TOILET IN MAIN CABIN HAD DETACHED ITSELF FROM ACFT AND WAS LAYING ON THE FLOOR OF THE LAVATORY. I HAVE A SORE LOWER BACK FROM THE SIT. PROBABLY SHOULD HAVE SAT BEFORE IT HAD STARTED, BUT TRIED TO SECURE SOME THINGS IN THE GALLEY. MAYBE NOT LEAVE BEVERAGE CARTS OUT AFTER SVC BUT STOW BACK IN COMPARTMENT IN GALLEY TILL NEXT SVC.

Synopsis :

MULTIPLE FLT ATTENDANT RPT, B767-300, STOCKHOLM-CHICAGO, SEVERE TURB FORECAST BY PLTS, FLT ATTENDANTS SKEPTICAL AND UNPREPARED. INJURY TO SECONDARY RPTR.

**ACN: 453960**

**Time**

Date : 199910

Day : Thu

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.ATC Facility : ZAU.ARTCC

State Reference : IL

**Aircraft / 1**

Controlling Facilities.ARTCC : ZAU.ARTCC

Make Model : B737-800

**Person / 1**

ASRS Report : 453960

**Person / 4**

Function.Observation : Passenger

**Person / 5**

Function.Observation : Passenger

**Person / 6**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Non Adherence : FAR

Resolatory Action.Other : CALLED FOR SECURITY

**Supplementary**

Problem Areas : Airport

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX VERBALLY ABUSED THE FLT ATTENDANTS #2, #4, AND #5 IN MAIN CABIN, AS TO WHY WE TOOK OFF SLIGHTLY BEHIND SCHEDULE. THE FLT ATTENDANTS TRIED TO EXPLAIN ROUTINE DELAY DUE TO TFC FLOW. THE PAX CONTINUED TO VERBALLY ABUSE THE FLT ATTENDANTS, CALLED THEM 'TRASH' ETC. OTHER PAX BEGAN TO COMPLAIN ABOUT THIS PAX BEING EXTREMELY LOUD, SHOUTING OUT AT THE TOP OF HIS VOICE, CONTINUOUS THROUGHOUT THE ENTIRE FLT. WE NOTIFIED THE CAPT, WHO NOTIFIED GND SECURITY, WHO WAS THERE TO MEET THE FLT AT DTW. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT SHE THOUGHT THE MAN WAS MENTALLY DISTURBED. WHEN THE CREW LEFT THE AIRPLANE TO GO TO THEIR HOTEL, THE MAN WAS WITH THE POLICE ON THE JETBRIDGE, CRYING LIKE A BABY. ALTHOUGH HE WAS AGITATED AND HAD ORDERED A DRINK, THE RPTR DOESN'T THINK ALCOHOL WAS A FACTOR, BUT THAT MENTAL ILLNESS WAS INVOLVED. THE MAN APPEARED NORMAL ON BOARDING, AND HE ONLY BECAME AGITATED WHEN THEY LEFT THE GATE AND HAD THE ATC DELAY.

Synopsis :

FLT ATTENDANT RPT, B737-800, ORD-DTW, VERBALLY ABUSIVE PAX. CAPT HAD SECURITY MEET THE FLT.

**ACN: 454667**

### **Time**

Date : 199910

Day : Thu

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.ATC Facility : ZNY.ARTCC

State Reference : NY

### **Aircraft / 1**

Controlling Facilities.ARTCC : ZNY.ARTCC

Make Model : A300

### **Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 454667

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Events**

Anomaly.Inflight Encounter : Turbulence

Resolatory Action.None Taken : Anomaly Accepted

Consequence.Other : Physical Injury

### **Supplementary**

Problem Areas : Flight Crew Human Performance

Problem Areas : Weather

Narrative :

WE WERE OVER FLORI INTXN WHERE WE HIT CLR AIR TURB. 2 FLT ATTENDANTS GOT HURT. THEY WERE IN THE AFT PART OF THE ACFT SERVING MEALS.

Synopsis :

A300, JFK-SANTO DOMINGO, CLR AIR TURB. 2 FLT ATTENDANTS INJURED.

**Time**

Date : 199911

Day : Wed

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.ATC Facility : ZFW.ARTCC

State Reference : TX

**Aircraft / 1**

Controlling Facilities.ARTCC : ZFW.ARTCC

Make Model : B767-200

**Component / 1**

Aircraft Component : Instrument and Control Panels

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 454819

**Person / 2**

Function.Oversight : Flight Attendant In Charge

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Events**

Anomaly.Aircraft Equipment Problem : Less Severe

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Maintenance Human Performance

Narrative :

WE WERE NOTIFIED BY THE PURSER THAT AN INDICATOR LIGHT WAS ON IN THE COCKPIT AND WE WOULD BE RETURNING TO DFW. WE STOWED EVERYTHING AND PREPARED TO LAND. OUR LNDG WAS NORMAL AND MECHS BOARDED ASAP. AFTER OVER 1 HR, THEY DEEMED THE ACFT FIT AND WE RESUMED OUR FLT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT SHE DIDN'T KNOW WHAT THE INDICATOR LIGHT 'INDICATED,' THAT IS, SHE DIDN'T KNOW WHAT WAS WRONG WITH THE PLANE, EXCEPT THAT IT WAS SERIOUS ENOUGH TO RETURN TO DALLAS TO HAVE IT CHKED OUT. THEY WERE ALMOST EXACTLY 1 HR OUT WHEN IT HAPPENED, SO THEY TURNED AROUND TO GO BACK TO DALLAS AND DID NOT HAVE TO DUMP FUEL. AFTER THEY HAD THEIR MECHANICAL DELAY, THEY RETURNED TO THEIR FLT PLAN, AND THE REST OF THE FLT WAS NORMAL.

Synopsis :

FLT ATTENDANT RPT, B767-200, DFW-LIMA, PERU, INDICATOR CAME ON IN COCKPIT. RETURN TO DFW FOR MAINT DELAY.

**Time**

Date : 199911

Day : Mon

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.Airport : LAS.Airport

State Reference : NV

Altitude.AGL.Single Value : 0

**Aircraft / 1**

Make Model : MD-80 Super 80

**Person / 1**

ASRS Report : 455286

**Person / 4**

Function.Observation : Passenger

**Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 6**

Function.Flight Crew : First Officer

**Person / 3**

Function.Observation : Passenger

**Person / 7**

Function.Other Personnel : Gate

**Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.Other : Call For Supervisor

**Supplementary**

Problem Areas : Airport

Problem Areas : Company

Problem Areas : FAA

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

DURING BOARDING, I WAS ASSISTING A MAN WITH FINDING A LOCATION FOR HIS BAG IN THE FORWARD CLOSET. IT WAS BIG AND BARELY FIT, SO WE HAD TO STRUGGLE. ANOTHER MAN BEHIND US, FOREIGN ORIGIN, SAID TO ME, 'YOU BETTER MAKE SURE THAT'S NOT A BOMB.' I RPTD IT TO THE CAPT, WHO DID NOTHING. I THEN TOLD #4 FLT ATTENDANT AND SHE WENT OUT TO FIND A MGR IN THE TERMINAL. SHE FOUND SOMEONE WHOM I DON'T KNOW. SHE IMMEDIATELY ESCORTED THE MAN (PAX X) OFF THE AIRPLANE. WE LEFT WITHOUT HIM. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT AFTER THE PAX MADE HIS BOMB COMMENT TO HER, SHE TOLD HIM IT WAS A FEDERAL OFFENSE TO SPEAK THAT WAY, AND THAT SHE WAS GOING TO INFORM THE COCKPIT ABOUT IT. SHE FELT THAT THEY DIDN'T APPEAR TO TAKE THE MATTER SERIOUSLY. AFTER TELLING THE AFT FLT ATTENDANT (#4) ABOUT THE SIT, THE #4 FLT ATTENDANT BECAME UPSET AND TOOK MATTERS INTO HER OWN HANDS. WITHOUT INFORMING THE PLTS, SHE WENT AND GOT A SUPVR TO COME ON BOARD. THE PLTS WERE UPSET THAT THEY WEREN'T INFORMED BY THE #4 FLT ATTENDANT OF HER DECISION TO GET A GND SUPVR UNTIL AFTER THE PAX HAD BEEN REMOVED FROM THE ACFT.

Synopsis :

FLT ATTENDANT RPT, S80, ON BOARDING, PAX MENTIONED THE POSSIBILITY OF A BOMB IN ANOTHER PAX'S BAG. CABIN CREW CONTACTED GND SUPVR. PAX REMOVED.

**ACN: 455864**

### **Time**

Date : 199911

Day : Fri

Local Time Of Day : 0601 To 1200

### **Place**

Locale Reference.Airport : MSP.Airport

State Reference : MN

### **Aircraft / 1**

Controlling Facilities.ARTCC : ZMP.ARTCC

Make Model : B767-200

### **Person / 1**

ASRS Report : 455864

### **Person / 4**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Person / 3**

Function.Oversight : Flight Attendant In Charge

### **Events**

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

### **Supplementary**

Problem Areas : Cabin Crew Human Performance

Narrative :

THE #6 FLT ATTENDANT FELT GREAT DISCOMFORT IN HER ABDOMINAL AREA AND WE LAID HER IN A FIRST CLASS SEAT. SHE WAS APPARENTLY EXPERIENCING A CYST RUPTURING. THE PLANE LANDED IN MSP AND SHE WAS TAKEN OFF. THE FLT THEN CONTINUED ON TO BOSTON.

Synopsis :

FLT ATTENDANT RPT, B767-200ER, SFO-BOS, DIVERT TO MSP FOR HOSPITALIZATION OF ILL CABIN ATTENDANT.

**Time**

Date : 199911

Day : Fri

Local Time Of Day : 0601 To 1200

**Place**

Locale Reference.ATC Facility : ZFW.ARTCC

State Reference : TX

Altitude.MSL.Bound Lower : 10000

Altitude.MSL.Bound Upper : 35000

**Aircraft / 1**

Controlling Facilities.ARTCC : ZFW.ARTCC

Make Model : MD-80 Super 80

**Component / 1**

Aircraft Component : Pressurization System

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

Function.Oversight : Flight Attendant In Charge

ASRS Report : 455874

**Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 455511

**Person / 3**

Function.Flight Crew : First Officer

ASRS Report : 455510

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Company Review

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Narrative :

MY BIGGEST CONCERN WAS THAT THERE WAS NO COM (OR DELAYED) FROM THE COCKPIT. I WAS STANDING IN THE DOORWAY OF THE COCKPIT, WAITING FOR CONNECTING GATE INFO, AND OBSERVED THE COCKPIT CREW IN THEIR OXYGEN MASKS. SINCE MY BACK WAS TO THE AISLE, I DIDN'T NOTICE THE OXYGEN MASKS ALL DOWN. IT WASN'T UNTIL A PAX PRESSED HIS CALL BUTTON, AND I RESPONDED, THAT I SAW THEM. WE (THE CREW) WERE CONFUSED AS TO WHETHER THIS WAS AN INADVERTENT MASK DROP OR A TRUE DECOMPRESSION. SINCE WE WERE IN OUR DSCNT, AND THE CAPT HAD JUST MADE THE PA, I HESITATED PUTTING THE MASK ON. WE ACTUALLY WAITED FOR THE COCKPIT TO MAKE A PA TO PUT THEM ON AS A PRECAUTION. EVERYONE -- THE PAX AND CREW -- REMAINED CALM, BUT CONFUSED. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: WHEN THE RPTR WENT TO THE COCKPIT FOR THE CONNECTING GATE INFO AND SAW THE PLTS WITH OXYGEN MASKS ON, SHE THOUGHT THAT THE MASKS WERE PART OF THEIR STERILE COCKPIT PROCS. HER REASONING WAS THAT THE CAPT HAD JUST ANNOUNCED THAT THEY WERE GOING TO START THEIR DSCNT INTO DFW. THE COPLT HELD UP HIS FINGER TO SIGNAL 'WAIT A MIN,' AND THEN GAVE HER THE LIST OF CONNECTING GATES. NEVER ONCE DID HE INDICATE THAT THEY WERE IN EMER DSCNT AND TO DON OXYGEN MASKS. THE FLT ATTENDANTS NEVER GOT TO DEBRIEF WITH THE PLTS, BECAUSE NOT ONLY DID A HOARD OF MECHS MEET THE FLT AND RUSH INTO THE COCKPIT, BUT HER CREW HAD TO RUSH TO THEIR OWN CONNECTING FLT TO LAS. THE NEXT MONTH, THEIR AIRLINE'S OFFICE HAD A CONFERENCE CALL WITH ALL THE FLT ATTENDANTS, BUT IT DID NOT INCLUDE THE PLTS. SHE LEARNED THAT THE #4 FLT ATTENDANT HAD GONE UP TO THE COCKPIT TO ASK WHAT WAS WRONG (AFTER SHE'D BEEN UP THERE), AND THAT WAS WHEN THE CAPT FINALLY TOLD EVERYONE TO PUT ON THEIR OXYGEN MASKS. SHE SAID SHE NOW KNOWS WHAT THE NORMAL STERILE COCKPIT PROCS ARE. SHE'S GLAD THAT SHE COULD LEARN FROM THAT EXPERIENCE. SUPPLEMENTAL INFO FROM ACN 455511: FL350 WE RECEIVED A VOICE WARNING 'CABIN ALT.' CHKING CABIN PRESSURE INDICATED 9500 FT CLBING. CREW DONNED EMER OXYGEN MASKS AND INITIATED IMMEDIATE DSCNT TO 10000 FT. NO EMER DECLARED. PASSING FL240 CABIN ALT WENT TO 14000 FT MSL INDICATED, AND PAX MASKS DEPLOYED IN CABIN. COCKPIT IMMEDIATELY DONNED OUR MASKS PRIOR TO DSNDING OUT OF FL350 AS A PRECAUTION IN THE EVENT OF LOSS OF CABIN PRESSURE. DURING DSCNT, WENT TO INITIATE THE PROC. UPON SELECTING STANDBY CONTROLLER, CABIN PRESSURE BEGAN TO SLOWLY DSND FROM 14500 FT AS WE WERE PASSING THROUGH FL200 WHEN WE NOTED THE PRESSURE DECREASE. AT 10000 FT MSL CABIN PRESSURE READ 9400 FT MSL AND CONTINUED TO REDUCE TO FIELD ELEVATION AT DFW. WE DID NOT RECEIVE ANY MASTER CAUTION WARNING DURING THE EVENT NOR DID THE RED WARNING CABIN ALT ILLUMINATE. PACK FLOW WAS NOTED AT NORMAL PRESSURE INDICATIONS. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE CAPT SAID IT WAS NOT A RAPID DECOMPRESSION, BUT A CTLED DSCNT THAT HE INITIATED. HE LATER FOUND OUT THAT THE PRIMARY CONTROLLER AND THE BACKUP CONTROLLER FAILED. THE WARNING DEVICES THAT NORMALLY SHOULD HAVE GONE OFF, FAILED. HE BELIEVES THAT, IN RETROSPECT, HE PROBABLY SHOULD HAVE DECLARED AN EMER TO ATC. HE DIDN'T KNOW THAT THE PURSER THOUGHT THE OXYGEN MASKS THAT HE AND THE COPLT HAD ON WERE PART OF THE STERILE COCKPIT PROC. HE WAS TOO BUSY TO INFORM THE CABIN CREW AND THE PAX WHAT WAS HAPPENING TILL THEY GOT DOWN TO 10000 FT AND LEVELED OFF. HE DID NOT KNOW OF THE INTERCHANGE OF CONNECTING GATE INFO WITH THE PURSER AND THE FO, HE WAS UNAWARE THAT HE HAD JUST HAD A COM PROB WITH THE CABIN CREW UNTIL 3 WKS LATER, WHEN HIS COMPANY CALLED HIM FOR A RPT. HE FELT THAT THE WHOLE CREW SHOULD HAVE HAD A DEBRIEFING, BUT HIS CREW HAD TO RUN OFF TO A CONNECTING FLT. ALSO, HE FEELS THAT IF THIS EVER HAPPENED AGAIN, HE WOULD REACT THE SAME WAY. THE PLANE WAS IMMEDIATELY TAKEN OTS AND BOTH CTRLRS WERE REPLACED. SUPPLEMENTAL INFO FROM ACN 455510: JUST PRIOR TO DSCNT, CAPT ORDERED TO DON OXYGEN MASKS AND REQUESTED I GET AN IMMEDIATE DSCNT TO 10000 FT MSL. AFTER WE INITIATED DSCNT, I RAN THE EMER PROC FOR CABIN LOSS OF PRESSURIZATION. AS WE WERE PASSING FL240, CABIN ALT CLBED TO 14500 FT AND STARTED TO DROP TO BELOW 9500 FT AT FL200. AS WE LEVELED AT 10000 FT MSL, CABIN PRESSURE READ 9400 FT MSL. WE DID NOT RECEIVE ANY OTHER WARNING THAT THE CABIN WAS CLBING EXCEPT FOR THE COCKPIT VOICE. WE DID NOT RECEIVE A RED MASTER WARNING NOR DID THE CABIN ALT RED WARNING LIGHT ILLUMINATE. OTHER INDICATIONS WERE RECEIVED BY US IN THE COCKPIT. AN UNEVENTFUL LNDG WAS MADE BY THE CAPT AT DFW. NO EMER WAS DECLARED AS ATC PROVIDED US PRIORITY HANDLING AS A ROUTINE REQUEST.

Synopsis :

MULTIPLE PLT CABIN ATTENDANT RPT, S80, LGA-DFW, CABIN PRESSURIZATION PROBS, DSNDING, NON EMER DECOMPRESSION. PRIORITY LNDG. CABIN COM PROB.

**ACN: 455877**

## **Time**

Date : 199911

Day : Sun

Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : ORD.Airport

State Reference : IL

Altitude.AGL.Single Value : 0

## **Aircraft / 1**

Make Model : B777 Undifferentiated or Other Model

## **Person / 1**

ASRS Report : 455877

## **Person / 4**

Function.Oversight : Flight Attendant In Charge

## **Person / 5**

Function.Oversight : PIC

Function.Flight Crew : Captain

## **Person / 6**

Function.Oversight : Supervisor

Function.Other Personnel : Gate

## **Person / 3**

Function.Observation : Passenger

## **Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolutive Action.Other : Call For Passenger's Removal

## **Supplementary**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

A PAX MENTIONED SOMETHING ABOUT WHETHER THE FLT WAS SAFE OR WOULD IT GO DOWN ON THIS TRIP. THIS WAS SAID TO ONE OF THE BUSINESS CLASS FLT ATTENDANTS. THAT FLT ATTENDANT GOT THE AGENT AND SECURITY INVOLVED. BOTH PARTIES, PLUS THE CAPT, SPOKE WITH THE PAX AND FELT HE WAS OK TO TAKE THE FLT. THE FLT ATTENDANT SAID THAT HE WOULDN'T TAKE THE FLT IF THE PAX WAS ALLOWED BACK ON THE PLANE. ANOTHER FLT ATTENDANT, WHO WAS NOT INVOLVED, SAID THEY WOULD NOT GO EITHER. THE PURSER SAID WE COULDN'T LEAVE DOWN 2 FLT ATTENDANTS, AND SO THE PAX SHOULD BE REMOVED. HE WAS. THE ORIGINAL FLT ATTENDANT INVOLVED LATER STATED THAT HE HAD PREVIOUSLY BEEN INVOLVED WITH AN INCIDENT OF PAX MISCONDUCT BEFORE AND DID NOT WANT TO HAVE ANY PROBS ON THIS FLT. I BELIEVE THE PAX WAS PUT ON A LATER FLT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR NEVER EVEN SAW THE PAX IN QUESTION, BUT ONLY FOUND OUT ABOUT IT WHEN THE PURSER AND THE CAPT STOPPED BY HER GALLEY AND WERE DISCUSSING IT. THE PURSER WAS UPSET THAT THE FLT ATTENDANT INVOLVED DIDN'T FOLLOW THE CHAIN OF COMMAND BY TELLING HER ABOUT THE PAX STATEMENT, BUT INSTEAD WENT OUT AND GOT A PAX SVC SUPVR. THE CAPT EVEN GOT INVOLVED BEFORE THE PURSER DID. THE RPTR SAID THAT THE PURSER WAS CONCERNED THAT THE FLT ATTENDANT HAD OVERREACTED, BUT HAD TO MAKE HER DECISION TO BACK UP THE FLT ATTENDANTS BECAUSE SHE DIDN'T WANT TO GO TO LONDON UNDERSTAFFED. THE RPTR SAID THERE WAS SOME DISCUSSION OF THE EVENT AMONG THE CREW MEMBERS, BUT NOTHING THAT COULD INFLUENCE HER TO NOT REMAIN NEUTRAL.

Synopsis :

FLT ATTENDANT RPT, B777, ORD-LHR, PAX REMOVED ON BOARDING FOR MAKING A THREATENING REMARK TO A VIGILANT FLT ATTENDANT.

**ACN: 455878**

**Time**

Date : 199911

Day : Sun

Local Time Of Day : 1801 To 2400

**Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

**Aircraft / 1**

Make Model : MD-80 Super 80

**Person / 1**

ASRS Report : 455878

**Person / 2**

Function.Observation : Passenger

**Person / 3**

Function.Oversight : Flight Attendant In Charge

**Events**

Resolatory Action.Other : Cabin Attendant Did Heimlech Method

**Supplementary**

Problem Areas : Passenger Human Performance

Narrative :

DURING THE MEAL SVC, A PAX BEGAN CHOKING ON HIS FOOD. HE WAS ATTEMPTING TO COUGH TO DISLODGE FOOD. I WAS IN THE AISLE APPROX 1 ROW BEHIND PAX, WHEN I NOTICED HIM CHOKING. THE NEXT THING I KNEW, HE SLUMPED OVER IN HIS SEAT. I REACHED AROUND HIM FROM BEHIND HIM AND DID THE HEIMLICH MANEUVER. THIS DISLODGED THE FOOD. I GAVE HIM A GLASS OF WATER AND HE SAID HE WAS FINE. HE LATER TOLD ME HE HAD NO RECOLLECTION OF PASSING OUT.

Synopsis :

FLT ATTENDANT RPT, S80, ORD-ELP, PAX CHOKED ON FOOD AND PASSED OUT. FLT ATTENDANT DID HEIMLICH MANEUVER, SAVED PAX LIFE.

**ACN: 455958**

**Time**

Date : 199911

Day : Mon

Local Time Of Day : 1201 To 1800

**Place**

Locale Reference.ATC Facility : A90.TRACON

State Reference : MA

**Aircraft / 1**

Controlling Facilities.TRACON : A90.TRACON

Make Model : MD-80 Super 80

**Component / 1**

Aircraft Component : Pressurization System

Aircraft Reference : X

Problem : Malfunctioning

**Person / 1**

ASRS Report : 455958

**Person / 2**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 3**

Function.Flight Crew : First Officer

**Events**

Anomaly.Aircraft Equipment Problem : Critical

Resolutive Action.Flight Crew : Diverted To Another Airport

Resolutive Action.Flight Crew : Landed As Precaution

Resolutive Action.Flight Crew : Landed In Emergency Condition

Consequence.Other : Flight Cancelled

Consequence.Other : Maintenance Action

**Supplementary**

Problem Areas : Aircraft

Narrative :

CABIN WOULD NOT PRESSURIZE. AIR COMING IN ON LOWER L-HAND CORNER OF AFT GALLEY DOOR. CALLED COCKPIT. RETURNED TO BOS. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THE CAPT SAID THE AFT GALLEY DOOR LEAK HAD NOTHING TO DO WITH THE FACT THAT THEY WERE UNABLE TO PRESSURIZE THE CABIN. WHEN THEY TURNED R AROUND TO GO BACK TO BOSTON, THEY DIDN'T DUMP FUEL AND LANDED HVY. THE FLT CANCELED, AND THE PLANE WAS TAKEN OTS RIGHT AWAY.

Synopsis :

CABIN ATTENDANT RPT, S80, BOS-DFW, AIR LEAK, AFT GALLEY DOOR. CABIN WOULDN'T PRESSURIZE. RETURN TO BOS. LANDED HVY. FLT CANCELED.

**ACN: 457263**

### **Time**

Date : 199911

Day : Sun

Local Time Of Day : 1201 To 1800

### **Place**

Locale Reference.Airport : BDL.Airport

State Reference : CT

Altitude.AGL.Single Value : 0

### **Environment**

Flight Conditions : VMC

### **Aircraft / 1**

Make Model : MD-80 Super 80

### **Person / 1**

ASRS Report : 457263

### **Person / 2**

Function.Oversight : Flight Attendant In Charge

### **Person / 4**

Function.Oversight : Supervisor

### **Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

### **Events**

Resolatory Action.Other : Activated Airport Security

### **Supplementary**

Problem Areas : Passenger Human Performance

Narrative :

AS I WAS ASSISTING PAX WITH BAGS IN THE MID CABIN SECTION OF PLANE, I THEN RETURNED TO MY GALLEY TO COMPLETE MY CATERING CHK. I WAS NEEDED AGAIN IN THE CABIN TO ASSIST SOMEONE WITH THEIR BAG. AS I WAS LEAVING, I REMEMBER SITTING MY ICE Mallet ON TOP OF CREDENZA. I WAS IN THE AISLE MID CABIN FOR APPROX 10-12 MINS. I WENT BACK TO GALLEY, NOTICED THE Mallet WAS GONE BUT THOUGHT I MIGHT HAVE MISPLACED IT. AFTER HELPING SOME OTHER PAX, I WENT TO BACK L CABIN LAVATORY. I SAW THE ICE Mallet ON TOP OF LAVATORY CREDENZA WITH A NOTE WRITTEN ON A PAPER TOWEL SITTING UNDER IT. I CLOSED THE LAVATORY DOOR AND LOCKED OFF LAVATORY AND CALLED THE CAPT. HE WANTED TO KNOW EXACTLY WHAT THE NOTE SAID. I OPENED THE LAVATORY DOOR AND PULLED THE NOTE FROM UNDER THE Mallet WITHOUT TOUCHING THE Mallet (SO AS TO GET FINGERPRINTS IF NECESSARY). THE NOTE SAID '\*&^% YOU BITCHES I WILL KILL YOU ALL.' THE CAPT CALLED SECURITY AND BOMB DOGS WERE BROUGHT IN. THE FLT LEFT A FEW HRS LATER AFTER EVERYONE WENT THROUGH SECURITY AGAIN AND THE LUGGAGE WAS SNIFFED BY THE DOGS. THERE WERE A COUPLE OF PEOPLE THAT WERE SUSPECTS AND THE CAPT ASKED THAT THEY NOT BE PERMITTED BACK ON THE AIRPLANE.

Synopsis :

MD80 FLT ATTENDANT FOUND A THREATENING NOTE SCRIBBLED ON A PAPER TOWEL IN THE LAV. NOTIFIED CAPT.

**Time**

Date : 200002

Day : Wed

Local Time Of Day : 0001 To 0600

**Place**

Locale Reference.ATC Facility : LAX.Tower

State Reference : CA

**Aircraft / 1**

Controlling Facilities.Tower : LAX.Tower

Make Model : B757-200

**Person / 1**

ASRS Report : 463539

**Person / 2**

ASRS Report : 465492

**Person / 4**

Function.Flight Crew : First Officer

**Person / 5**

Function.Observation : Passenger

**Person / 6**

Function.Observation : Passenger

**Person / 3**

Function.Oversight : PIC

Function.Flight Crew : Captain

**Person / 7**

Function.Other Personnel : Gate

**Person / 8**

Function.Observation : Passenger

Function.Flight Crew : Captain

**Events**

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Anomaly.Other Anomaly : Fumes

Resolatory Action.Other : Returned to Gate

Consequence.Other : Flight Cancelled

Consequence.Other : Physical Injury

**Supplementary**

Problem Areas : Airport

Problem Areas : Passenger Human Performance

Narrative :

FOLLOWING THE SAFETY VIDEO, I WAS CHECKING THE CABIN. MYSELF AND THE #4 FLT ATTENDANT AND PAX IN THE AFT SECTION OF ACFT SMELLED A CHEMICAL SMELL IN THE CABIN. WE ASKED PAX TO CHECK BAGS FOR ANY ITEMS THAT MIGHT HAVE BEEN LEAKING. THE #4 FLT ATTENDANT CALLED THE COCKPIT AND INFORMED THEM OF THE SIT. WE COULD NOT FIND THE SOURCE OF THE SMELL. THE #4 FLT ATTENDANT OPENED THE COCKPIT DOOR AND TOLD THEM WE SHOULD GO BACK TO THE GATE AND HAVE THE CABIN CHECKED OUT. THE CAPT MADE A PA THAT WE WERE GOING BACK TO THE GATE. THE PAX IN ROW X HAD 2 BABY BOTTLES FILLED WITH ETHER/PCP. WHEN THE AGENTS AND MYSELF ASKED WHAT HE HAD IN THE SEAT NEXT TO HIM, HE DENIED ANYTHING WAS THERE. THEN WE PERSISTED, BECAUSE HE HAD BLANKETS IN THE SEAT NEXT TO HIM, AND HE WAS TRYING TO COVER SOMETHING UP. WE DISCOVERED ONE BABY BOTTLE WHICH TURNED OUT TO BE THE SOURCE OF THE CHEMICAL SMELL. THE #4 FLT ATTENDANT TOOK THE PAX TO THE FORWARD PART OF THE ACFT. HE PUT HIS HANDS IN HIS PANTS, AS IF HE HAD A WEAPON. A FEW MINUTES WENT BY AND THERE WAS NO ONE TO TAKE THIS PAX OFF THE ACFT, SO HE WENT BACK TO HIS SEAT. THE PAX IN ROW Y SAW HIM POUR ANOTHER BABY BOTTLE FILLED WITH THE ETHER/PCP ALL OVER BLANKETS, PILLOWS AND SEAT. HE NUDGED MY ELBOW TO GET MY ATTENTION AND THE SMELL WAS GETTING STRONGER AT THIS POINT. AFTER THE MAN IN ROW Y GOT MY ATTENTION I ASKED ROW X WHAT HE HAD (A DEADHEADING CAPT WAS THERE WITH ME AT THIS POINT). HIS RESPONSE WAS 'NOTHING.' WE FINALLY GOT HIM TO HAND OVER THE SECOND BOTTLE THAT HE JUST POURED ALL OVER THE AREA. THE DEADHEADING CAPT TOOK HIM TO FORWARD PART OF THE ACFT, AND I STAYED IN THE BACK OF THE ACFT AND COLLECTED EVERYTHING THAT HAD THE LIQUID POURED ON IT (2 BLANKETS, 1 PILLOW, 1 PURPLE VELVET CROWN ROYAL BAG). I GAVE THESE ITEMS TO AGENTS AT FORWARD OF ACFT. CALLBACK CONVERSATION REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THE PAX WAS NOT TRAVELING WITH A BABY. SHE BELIEVES THAT IS WHY HE KEPT TRYING TO COVER THE BABY BOTTLES WITH A BABY BLANKET. WHEN CONFRONTED BY THE RPTR ABOUT THE CONTENTS OF THE BOTTLE, HE PRETENDED HE DIDN'T SPEAK ENGLISH AND REFUSED TO SHOW HER THE BOTTLES. THEY WENT BACK TO THE GATE TO WAIT FOR THE POLICE. THE POLICE TOOK A LONG TIME GETTING TO THE PLANE, SO THE MAN WENT BACK TO HIS SEAT. MEANWHILE, BECAUSE OF THE EXTENSIVE WAIT FOR THE POLICE, PAX AND THE FLT ATTENDANTS BECAME QUITE SICK. ONE FLT ATTENDANT AND A 12 YR OLD BOY HAD TO BE RUSHED TO THE EMER ROOM. FINALLY, THE POLICE AND THE FIRE DEPARTMENT CAME AND TOOK HIM OFF. THEY TOLD THE CREW THAT THE BABY BOTTLE CONTAINED THE ETHER/PCP MIXTURE. THE POLICE DIDN'T THINK THAT THE GUY WAS A TERRORIST, BUT THAT HE WAS TAKING THE DRUGS TO DALLAS TO SELL THEM. THE FLT, EVENTUALLY, WAS CANCELLED, BECAUSE THE WHOLE CREW AND SOME PAX HAD TO GO TO THE MEDICAL DEPARTMENT. ONE FLT ATTENDANT, WHO WAS NOT DIRECTLY INVOLVED IN THE INCIDENT, TESTED POSITIVE FOR PCP, AND THE RPTR, WHO HANDLED THE CONTAMINATED SEATS AND BLANKETS, DID NOT. SUPPLEMENTAL INFO FROM ACN 465492: THERE NEEDS TO BE A BETTER SYS OF HIRING AND SCREENING AT SECURITY CHECK POINTS.

Synopsis :

MULTIPLE CAB REPORT, B757, LAX-DFW. CHEMICAL FUMES FILLED CABIN ON TAXI OUT. PAX SNUCK ON BABY BOTTLES FILLED WITH ETHER/PCP. RETURN TO GATE. PAX REMOVED.